

## Minnesota Relay Features

- **7-1-1** – A nationwide abbreviated dialing code for accessing all types of relay services.
- **900 Service** – allows Minnesota Relay users to access 900 number pay-per-call services.
- **800/877/888 Numbers** – Minnesota Relay users are able to reach regionally restricted 800, 877, and 888 numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to consumers in their calling area.
- **Answering Machine Retrieval** – TTY users can request a CA to retrieve messages from the user's voice answering machine or voice mail.
- **ASCII Split Screen** – allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides interrupt capability, when appropriate, for the ASCII user and the voice party.
- **Call Release** – allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.
- **Caller ID** – Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls.
- **CapTel (Captioned Telephone Voice Carry Over Service)** – allows individuals with hearing loss to receive word-for-word captions of what the other person on the call is saying, while also allowing them to use their residual hearing to listen to their phone conversations. The captions, which are generated through a captioning service that uses the latest in voice recognition technology, appear on the text display of the CapTel user's specialized captioned telephone.
- **2-Line CapTel** – Like standard CapTel relay, 2-line CapTel provides live captions of everything the other party says during a phone conversation. With 2-line CapTel, the conversation is carried on one telephone line and the captions are provided on a second line. This gives 2-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call-waiting.

- **Internet Protocol Captioned Telephone Service (IP CTS)** – An IP captioned telephone call can be set up similar to a two-line captioned telephone call, except that the line from the user to the relay provider would be via the Internet, not a second Public Switched Telephone Network (PSTN) line. The consumer would make a voice to voice call to the other party on a standard telephone and the PSTN; at the same time, the voice of the called party is directed from the consumer's telephone to a personal computer (or similar device) that routes it to the relay provider via the Internet. The relay provider, in turn, sends back to the consumer the text of what was spoken. As a result, the consumer can both hear (to the extent possible) what the called party is saying over the standard voice telephone headset, and read the text of what the called party said on the computer or similar device.

IP CTS benefits consumers by giving them the flexibility of using a computer, PDA, or wireless device to make such a call, without having to purchase special telephone equipment. In addition, captions provided on a computer screen can accommodate a much wider group of individuals, including persons with low vision, because they can take advantage of the large text, variable fonts, and variable colors that are available.

- **Carrier of Choice (COC)** – allows relay users to choose their preferred carrier for intrastate, interstate, and international calls. This requires the user's COC to enter into a billing and collection agreement with Sprint.
- **Cellular/PCS Phone Access** – allows cellular customers to reach the Minnesota Relay's toll-free number(s) to complete relay calls.
- **Customer Preference Database** – offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to: communication modes (TTY, Voice, ASCII), carrier of choice, preferred billing method, frequently dialed numbers, and customer notes for call processing.
- **Directory Assistance** – A CA will relay directory assistance (DA) calls between a relay user and the Local Exchange Carrier (LEC) DA operator. Once the caller makes a request for directory assistance, the CA will contact a LEC DA operator. After obtaining the requested phone number, the caller may choose to place the call through the relay or dial it directly, i.e., TTY to TTY. (Note: DA is often subject to charges by the caller's local telephone service provider.)
- **Deaf-Blind Transmission Speed** – A modification of the default transmission speed for Telebraille users. Instead of the default setting at 45 words-per-minute, the transmission speed has been reduced to 15 words-per-minute, with system capability to increase or decrease transmission speed by 5 words-per-minute increments.
- **Emergency Assistance** – Although relay users are discouraged from placing 9-1-1 calls through the relay, calls are placed at the caller's request. Through the provider's

E911 database, CAs use a “hot button” to automatically place a call to the most appropriate Public Safety Answering Point.

- **Enhanced Turbo Code (E-Turbo™)** – allows TTY users to automatically submit dialing and call set-up instructions when they dial into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set-up and process the outbound call. The result is that the TTY user is connected to their desired party at a speed that is functionally equivalent to that of a non-relay call.
- **Error Correction** – This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- **Flexible Billing** – allows Minnesota Relay users to complete long distance calls using pre-paid calling cards, carrier calling cards, third party billing or by placing collect calls.
- **Gender ID** – This feature automatically matches relay user’s gender with the gender of a CA. For example, the user has the option of allowing Minnesota Relay to use the caller’s Customer Preference Database information to automatically match the CA’s gender to their own.
- **Hearing Carry Over (HCO)** – allows a hearing person who has very limited or no speech capability to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person’s response. HCO to HCO, HCO to TTY, HCO to STS and HCO to VCO are also available.
- **2-Line Hearing Carry Over (2-Line HCO)** – allows a hearing person with speech difficulties to make and receive telephone calls with real-time interaction (not having to wait for the “GA” to respond). The HCO user uses one telephone line to listen to the other party’s conversation, and uses the 2<sup>nd</sup> line to type his/her conversation for the CA to read to the hearing person. With 2-Line HCO, the relay user does not have to constantly move the telephone receiver from their ear to the TTY machine in order to hear the conversation and type their response. This makes for a smoother and more natural flow to the telephone conversation.
- **Intelligent Call Router** – Technology that automatically and seamlessly routes relay calls to the first available CA in the network.
- **International Calls** – allows the relay user to place and receive calls to and from anywhere in the world (using English or Spanish languages only).
- **Last Number Redial** – allows relay users to call the last person dialed through the relay without having to provide the last telephone number dialed to the CA.

- **Recording Machine Capabilities** – allows the CA to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- **Spanish Relay** – allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.
- **Speech-to-Speech** – allows a person with a speech disabled to voice their conversation with assistance, or have their conversation voiced entirely for them. A CA revoices the words of the person with a speech disability or revoices the user's speech synthesizer output to the called party.
- **Telecommunications Service Priority (TSP)** – On October 31, 2005, Sprint successfully activated all 14 of their call centers (including the Moorhead center) under the TSP program. If a national or regional emergency causes service to be disrupted and the Moorhead relay center cannot receive or place calls, Sprint's participation in the TSP program means that Local Exchange Carriers will be required to restore service as rapidly as possible consistent with the priority status assigned to the Moorhead relay center.
- **Three-way Calling Feature** – allows more than two parties to be on the telephone line at the same time with the CA.
- **Transfer Gate Capabilities** – The relay's ability to transfer relay callers to other forms of relay services (i.e. Spanish, CapTel, Speech-to-Speech) or to customer service or a relay center manager.
- **TTY Operator Services** – is available to complete a TTY to TTY call, obtain directory assistance information, or receive credit for erroneous billing.
- **Turbo Code Capability** – allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- **Variable Time Stamp Macro** – This macro enables the relay caller to know when their called party has disconnected from the call.
- **Voice Carry Over (VCO)** – enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person's response to the VCO user. VCO to VCO, VCO to HCO, VCO to TTY and VCO to STS are also available.
- **VCO Gated Calling** – Minnesota Relay has dedicated VCO and 2-Line VCO phone numbers, which provide significant improvements in service by directing VCO users

to specifically trained VCO and 2-Line VCO CAs. This gating technology has improved service for VCO users.

- **Two-Line VCO** – allows VCO users to communicate using a VCO phone or personal computer with ASCII capability and a second line with conference calling capabilities. Two-line VCO allows relay users to use one telephone line for voicing and the other for receiving TTY messages.
- **VCO-With-Privacy-and-No-GA** – allows VCO users to use the standard VCO feature without needing to say “Go ahead”, or “GA”. Additionally, the CA does not listen to the VCO user’s spoken words. Ordinarily, VCO users need to say “GA” so that the CA knows that it is the other party’s turn to speak. With this feature the caller and the called parties do not say “GA.” The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- **Voice Call Progression** – allows voice or HCO callers to listen during call set-up (i.e., ringing or busy).

# Appendix P

*Minnesota Relay Complaint Log Summaries*



**MINNESOTA**  
DEPARTMENT OF  
**COMMERCE**

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June 19, 2003

Office of the Secretary  
Federal Communications Commission  
Attn: Marlene H. Dortch  
445 12<sup>th</sup> Street SW, Room TW-A325  
Washington, D.C. 20554

**RE: CC Docket No. 98-67**

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), please find herein the State of Minnesota's Telecommunications Relay Services (TRS) annual consumer complaint log summary for the 12-month period commencing on June 1, 2002, and ending on May 31, 2003. The attached report includes all complaints received that allege a violation of the federal TRS mandatory minimum standards received by both the Minnesota Relays' Consumer Relations Office and the Sprint Communications Company Customer Service.

Included in this mailing please find one original and four copies of our consumer complaint log summary. Also enclosed is an electronic disk copy (3.5-inch diskette) of our summary. In addition, an electronic copy has been sent to Erica Myers via e-mail.

If I can be of further assistance, please feel free to contact me.

Best regards,

Jim Alan, TAM Administrator  
Minnesota Department of Commerce  
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St. Paul, MN 55101-3165  
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cc: Glenn Wilson, DOC Commissioner  
Dr. Burl Haar, Executive Director, MPUC  
Lillian Brion, MPUC  
Erica Myers, FCC Consumer & Governmental Affairs Bureau

**Summary Log for June 1, 2002 – May 31, 2003**  
**Minnesota Relay**

For the period of June 1, 2002 through May 31, 2003, Sprint processed more than 1,335,149 outbound calls on behalf of Minnesota Relay, receiving a total of 181 (0.0001%) customer complaints. All 181 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 181 complaints were escalated for action to the State of Minnesota or to the Federal Communications Commission.



# Minnesota Relay

June 1, 2002 - May 31, 2003

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	0	2	0	0	0	1	0	0	0	0	0	3	2%
#01 Dial Out Time	0	0	1	0	0	0	0	1	0	0	0	0	2	2%
#02 Didn't Follow Database Instructions	0	0	1	1	0	0	0	0	0	0	0	0	2	2%
#03 Didn't Follow Customer Instructions	3	2	2	1	1	3	3	5	3	1	2	1	27	21%
#04 Didn't Keep Customer Informed	0	0	3	0	3	2	0	2	3	0	0	1	14	11%
#05 Agent Disconnected Caller	1	0	2	2	1	2	1	0	2	0	0	1	12	9%
#06 Poor Spelling	0	0	0	0	0	0	1	0	0	0	0	1	2	2%
#07 Typing Speed/Accuracy	0	1	1	0	0	0	0	0	0	1	0	1	4	3%
#08 Poor Voice Tone	0	0	0	0	1	0	0	0	0	0	0	0	1	1%
#09 Everything Relayed	1	0	1	0	0	0	0	1	0	0	0	0	3	2%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	1	0	0	0	0	0	0	0	0	0	0	0	1	1%
#12 Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	1	0	0	0	1	1%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	3	2	2	0	5	0	1	4	0	1	3	0	21	16%
#18 Problem Answer Machine	0	0	3	0	0	0	0	0	0	0	0	0	3	2%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	1	1	0	1	0	0	0	1	0	0	0	1	5	4%
#21 Other Problem/Type Complaint	4	3	4	3	1	2	5	1	1	1	0	5	30	23%
<b>TOTAL</b>	<b>14</b>	<b>9</b>	<b>22</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>12</b>	<b>15</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>11</b>	<b>131</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	1	1	0	0	0	0	0	0	0	0	0	2	4%
#24 Trouble Linking Up	2	0	1	2	0	4	1	2	0	3	5	3	23	51%
#25 Line Disconnected	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#26 Garbled Message	0	1	0	0	0	0	0	0	0	0	4	3	8	18%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	2	2	0	0	1	0	0	0	0	4	2	11	24%
<b>TOTAL</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>13</b>	<b>8</b>	<b>45</b>	

MISC. COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0	1	0	0	1	20%
#34	Network Recording	0	0	0	0	0	0	0	1	0	0	0	1	20%
#35	Other	0	0	0	0	0	1	2	0	0	0	0	3	60%
TOTAL		0	0	0	0	0	1	2	0	1	1	0	0	5

TOTAL CONTACT	16	13	26	11	12	15	15	17	11	8	18	19	181
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June 2002

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Instructions	0
#03 Didn't Follow Customer Instructions	3
#04 Didn't Keep Customer Informed	0
#05 Agent Disconnected Caller	1
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	1
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	1
#12 Two-Line VCO Procedures Not Followed	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	3
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	1
#21 Other Service Type	4
<b>TOTAL</b>	<b>14</b>

TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	2
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spilt Screen	0
#29 Other Technical Type	0
<b>TOTAL</b>	<b>2</b>

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type	0
<b>TOTAL</b>	<b>0</b>

<b>TOTAL COMPLAINTS</b>	<b>16</b>
OTHER CALLS	
#36 Branding/Database Entry	4
#37 Request Directory Assistance	8
#38 Test Calls	6
#39 Instructions/General	68
#40 Send Information	5
#41 Billing Question	4
#42 Purchase TTY	30
#43 Referred to LEC	14
#44 Wanted Sprint Cust Service	18
#45 Other	0
<b>TOTAL</b>	<b>157</b>

NON-STATE REPORTED	
#46 Request Relay Number	0
<b>TOTAL</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>173</b>
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## July 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	1
#21	Other Service Type	3
TOTAL		9

TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	1
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	1
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	2
TOTAL		4

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		13
OTHER CALLS		
#36	Branding/Database Entry	9
#37	Request Directory Assistance	3
#38	Test Calls	8
#39	Instructions/General	66
#40	Send Information	7
#41	Billing Question	4
#42	Purchase TTY	31
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		139

NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0

TOTAL CONTACT		152
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## August 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	2
#01	Dial Out Time	1
#02	Didn't Follow Database Instructions	1
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	1
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	2
#18	Problem Answer Machine	3
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	4
TOTAL		22

TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	1
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	2
TOTAL		4

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		26
OTHER CALLS		
#36	Branding/Database Entry	7
#37	Request Directory Assistance	4
#38	Test Calls	25
#39	Instructions/General	61
#40	Send Information	3
#41	Billing Question	3
#42	Purchase TTY	23
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		139

NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0

TOTAL CONTACT		165
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## September 2002

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Instructions	1
#03 Didn't Follow Customer Instructions	1
#04 Didn't Keep Customer Informed	0
#05 Agent Disconnected Caller	2
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Followed	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	1
#21 Other Service Type	3
<b>TOTAL</b>	<b>8</b>
TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	2
#25 Line Disconnected	1
#26 Garbled Message	0
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type	0
<b>TOTAL</b>	<b>3</b>

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type	0
<b>TOTAL</b>	<b>0</b>

TOTAL COMPLAINTS		11
OTHER CALLS		
#36	Branding/Database Entry	1
#37	Request Directory Assistance	5
#38	Test Calls	13
#39	Instructions/General	59
#40	Send Information	5
#41	Billing Question	1
#42	Purchase TTY	11
#43	Referred to LEC	9
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		109
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		120

## October 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	1
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	1
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	5
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		12
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Split Screen	0
#29	Other Technical Type	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		12
OTHER CALLS		
#36	Branding/Database Entry	13
#37	Request Directory Assistance	7
#38	Test Calls	16
#39	Instructions/General	73
#40	Send Information	4
#41	Billing Question	1
#42	Purchase TTY	17
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	6
#45	Other	0
TOTAL		145
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		157

## November 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	2
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	2
TOTAL		9
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	4
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Split Screen	0
#29	Other Technical Type	1
TOTAL		5

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	1
TOTAL		1

TOTAL COMPLAINTS		15
OTHER CALLS		
#36	Branding/Database Entry	6
#37	Request Directory Assistance	5
#38	Test Calls	19
#39	Instructions/General	64
#40	Send Information	6
#41	Billing Question	4
#42	Purchase TTY	18
#43	Referred to LEC	9
#44	Wanted Sprint Customer Service	5
#45	Other	0
TOTAL		136
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		151

## December 2002

SERVICE COMPLAINTS		
#00	Answer Wait Time	1
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	1
#06	Poor Spelling	1
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Followed	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	5
TOTAL		12
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	1
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		1

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	2
TOTAL		2

TOTAL COMPLAINTS		15
OTHER CALLS		
#36	Branding/Database Entry	4
#37	Request Directory Assistance	5
#38	Test Calls	8
#39	Instructions/General	72
#40	Send Information	7
#41	Billing Question	3
#42	Purchase TTY	13
#43	Referred to LEC	6
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		122
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		137

## January 2003

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	1
#02 Didn't Follow Database Instructions	0
#03 Didn't Follow Customer Instructions	5
#04 Didn't Keep Customer Informed	2
#05 Agent Disconnected Caller	0
#06 Poor Spelling	0
#07 Typing Speed/Accuracy	0
#08 Poor Voice Tone	0
#09 Everything Relayed	1
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Followed	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	4
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	1
#21 Other Service Type	1
<b>TOTAL</b>	<b>15</b>
TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	2
#25 Line Disconnected	0
#26 Garbled Message	0
#27 Database Not Available	0
#28 Split Screen	0
#29 Other Technical Type	0
<b>TOTAL</b>	<b>2</b>

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type	0
<b>TOTAL</b>	<b>0</b>

TOTAL COMPLAINTS		17
OTHER CALLS		
#36	Branding/Database Entry	7
#37	Request Directory Assistance	5
#38	Test Calls	29
#39	Instructions/General	91
#40	Send Information	5
#41	Billing Question	3
#42	Purchase TTY	25
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	1
#45	Other	0
TOTAL		173
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		190

## February 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	3
#04	Didn't Keep Customer Informed	3
#05	Agent Disconnected Caller	2
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	1
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	0
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		10
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	0
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		0

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	1
#35	Other Miscellaneous Type	0
TOTAL		1

TOTAL COMPLAINTS		11
OTHER CALLS		
#36	Branding/Database entry	7
#37	Request Directory Assistance	4
#38	Test Calls	13
#39	Instructions/General	61
#40	Send Information	4
#41	Billing Question	1
#42	Purchase TTY	12
#43	Referred to LEC	11
#44	Wanted Sprint Customer Service	2
#45	Other	0
TOTAL		115
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		126

## March 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	1
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	1
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	1
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	1
TOTAL		4
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	3
#25	Line Disconnected	0
#26	Garbled Message	0
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	0
TOTAL		3

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	1
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		1

TOTAL COMPLAINTS		8
OTHER CALLS		
#36	Branding/Database Entry	3
#37	Request Directory Assistance	2
#38	Test Calls	17
#39	Instructions/General	73
#40	Send Information	2
#41	Billing Question	5
#42	Purchase TTY	10
#43	Referred to LEC	7
#44	Wanted Sprint Customer Service	4
#45	Other	0
TOTAL		123
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		131

April 2003

SERVICE COMPLAINTS		
#00	Answer Wait Time	0
#01	Dial Out Time	0
#02	Didn't Follow Database Instructions	0
#03	Didn't Follow Customer Instructions	2
#04	Didn't Keep Customer Informed	0
#05	Agent Disconnected Caller	0
#06	Poor Spelling	0
#07	Typing Speed/Accuracy	0
#08	Poor Voice Tone	0
#09	Everything Relayed	0
#10	HCO Procedures Not Followed	0
#11	VCO Procedures Not Followed	0
#12	Two-Line VCO Procedures Not Follow	0
#13	Background Noise Not Typed	0
#14	Feelings Not Described	0
#15	Recording Feature Not Used	0
#16	Noise in Center	0
#17	Agent Was Rude	3
#18	Problem Answer Machine	0
#19	Spanish Service	0
#20	Speech to Speech	0
#21	Other Service Type	0
TOTAL		5
TECHNICAL COMPLAINTS		
#22	Lost Branding	0
#23	Charged for Local Call	0
#24	Trouble Linking Up	5
#25	Line Disconnected	0
#26	Garbled Message	4
#27	Database Not Available	0
#28	Spit Screen	0
#29	Other Technical Type	4
TOTAL		13

MISC. COMPLAINTS		
#30	Rates	0
#31	TTY Operator Service	0
#32	900 Number Access	0
#33	Carrier of Choice	0
#34	Network Recording	0
#35	Other Miscellaneous Type	0
TOTAL		0

TOTAL COMPLAINTS		18
OTHER CALLS		
#36	Branding/Database Entry	6
#37	Request Directory Assistance	2
#38	Test Calls	16
#39	Instructions/General	85
#40	Send Information	3
#41	Billing Question	1
#42	Purchase TTY	16
#43	Referred to LEC	8
#44	Wanted Sprint Customer Service	1
#45	Other	0
TOTAL		138
NON-STATE REPORTED		
#46	Request Relay Number	0
TOTAL		0
TOTAL CONTACT		156

May 2003

SERVICE COMPLAINTS	
#00 Answer Wait Time	0
#01 Dial Out Time	0
#02 Didn't Follow Database Instructions	0
#03 Didn't Follow Customer Instructions	1
#04 Didn't Keep Customer Informed	1
#05 Agent Disconnected Caller	1
#06 Poor Spelling	1
#07 Typing Speed/Accuracy	1
#08 Poor Voice Tone	0
#09 Everything Relayed	0
#10 HCO Procedures Not Followed	0
#11 VCO Procedures Not Followed	0
#12 Two-Line VCO Procedures Not Follow	0
#13 Background Noise Not Typed	0
#14 Feelings Not Described	0
#15 Recording Feature Not Used	0
#16 Noise in Center	0
#17 Agent Was Rude	0
#18 Problem Answer Machine	0
#19 Spanish Service	0
#20 Speech to Speech	1
#21 Other Service Type	5
<b>TOTAL</b>	<b>11</b>
TECHNICAL COMPLAINTS	
#22 Lost Branding	0
#23 Charged for Local Call	0
#24 Trouble Linking Up	3
#25 Line Disconnected	0
#26 Garbled Message	3
#27 Database Not Available	0
#28 Spit Screen	0
#29 Other Technical Type	2
<b>TOTAL</b>	<b>8</b>

MISC. COMPLAINTS	
#30 Rates	0
#31 TTY Operator Service	0
#32 900 Number Access	0
#33 Carrier of Choice	0
#34 Network Recording	0
#35 Other Miscellaneous Type	0
<b>TOTAL</b>	<b>0</b>

<b>TOTAL COMPLAINTS</b>	<b>19</b>
OTHER CALLS	
#36 Branding/Database entry	9
#37 Request Directory Assistance	2
#38 Test Calls	10
#39 Instructions/General	75
#40 Send Information	2
#41 Billing Question	0
#42 Purchase TTY	16
#43 Referred to LEC	5
#44 Wanted Sprint Customer Service	3
#45 Other	0
<b>TOTAL</b>	<b>122</b>
NON-STATE REPORTED	
#46 Request Relay Number	0
<b>TOTAL</b>	<b>0</b>
<b>TOTAL CONTACT</b>	<b>141</b>

### June 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1820	06/12/02	24	Called into relay from work got TTY tones.	06/12/03	Explained and offered co-worker follow up but didn't want any.
1821	06/18/03	24	Called into relay from home got TTY tones.	06/18/03	Dual user household - but TTY user now gone so she is going to brand voice I sent her CDB and explained how to use relay until CDB is on the system.
1967	06/03/02	17	The caller was placing a call to a hearing place center and felt that this CA was extremely rude and did not cooperate w/ voice person resulting in voice person hanging up on her.	06/03/02	I apologized to the customer and assured the caller that this CA would be followed up on. Asked in what manner the CA was perceived rude. TTY did not have the info and that came from the voice person. Followed up with the CA. CA stated that the voice person asked the CA to repeat once the GA was given and the customer apparently became upset when the CA could not repeat. The caller told him that they want who speak English and the call was terminated soon after.
1981	06/11/02	3	Voice person was upset that CA would not get information to caller. Voice said "I am an operator at a switchboard. Please ask the caller which Dr he wants to see. CA repeated what CA typed. When asked again by voice CA said "I will not. The caller is already on the line. Voice person called relay to voice concern after call had taken place. I told voice customer this matter would be dealt with promptly with supervisor in charge. No follow up necessary.	06/11/02	Met with CA. CA states that he was attempting to get confirmation from voice caller that they had received a relay call so that he could type the question to the VCO caller. Voice customer was not answering CA's question, "Have you received a relay call before" He then went into the relay explanation and sent the GA to the VCO caller. The call went smoothly from that point on. CA understands proper procedure for handling 'switchboard' calls. however this voice caller did not indicate switch board nor did she ask how to direct the call. This voice caller wanted CA to get info for actual Relay with this voice caller which is not proper processing. In this call CA was proper to try to confirm familiarity with relay before he could proceed with call.

1982	06/11/02	5	TTY customer was upset agent hung up on customer when TTY wanted to make another call. TTY customer was frustrated. I apologized for the inconvenience and assured customer this information would be forwarded to supervisor in charge. I offered follow up and TTY customer did indeed want to be contacted. Customer was satisfied and disconnected.	06/11/02	Spoke with CA. She remembered the call. She accidentally released the call when reaching for another key. She realized her mistake she made - Returned call to customer and explained that it was a mistake on the CA's part. Customer explained that this has been happening to her more recently. I suggested that she let us know when it happens so we can follow through and see what may have happened. Customer was satisfied with this.
1985	06/13/02	9	Voice person was upset that the CA was typing all of the sounds that were heard (sigh) (tapping fingers) as well as descriptive sounds (sounds impatient). I thanked the caller and acknowledged that the CA's do need to relay the call completely which includes sounds and description. Caller was still upset said the CA did not know how often the TTY / caller has called them. I apologized for any inconvenience but reiterated that the CA's do need to type everything that was heard. Talked with CA and they were positive that the voice person was upset and irritated that the TTY kept calling them. CA followed correct procedure.	06/13/02	CA followed correct procedure.
1987	06/13/02	3	Customer was concerned that this CA was not familiar with regional 800. Thanked customer for the information and assured him that the CA would be coached. Customer was also upset that when given 800 # to dial the CA asked "Are you calling someone deaf or HH? before attempting to dial. Customer was aware of Sprint terminology regional 800.	06/13/02	The CA said that when the customer used the term Reg 800 she was confused thinking he was calling a voice person. I explained the reg 800 to her and she now understands when to use it and why. I also told her that anytime a voice caller gives a # we never question who they are calling. Automatically dial out and o from there. She indicated she understood and would follow that procedure.
1994	06/19/02	17	Voice person was very frustrated that CA was rude and had a bad attitude. Customer was trying to reach other voice at a # with a 711 sequence.. CA said was trying to explain 711 situation. Voice person said CA's reply was "well there is nothing I can do about it" I assured the customer that the issue would be dealt with -discussed with team leader at Relay. I also encouraged customer to notify his phone company regarding 711 issue. Customer appeared reluctantly satisfied and disconnected.	06/19/02	CA states they had placed the call voice inbound and reached voice outbound. CA per policy excused outbound and tried to explain to inbound that Relay was not needed. Customer became frustrated and agitated. Seemed to be a local exchange issue regarding a # containing a 711 series within the #. Discussed w/ CA alternative phrase to redirect caller. CA and ACU both instructed caller to contact their carrier of choice regarding this issue.

1995	06/19/02	17	Voice caller reports she just received a call from relay reports the agent was snotty ,would not answer any questions. Caused the call to become very confused when it could have been so simple if she would have answered my questions. Caller felt the operator handled the call, in an rice manner and should have answered question after was over.	06/19/02	Supervisor told caller I understood their frustrations and explained relay policy to remain transparent and type everything heard. Also explained that even after call was completed the CA was restricted in what could be discussed. Apologized for the rude service and suggested if in future she would receive poor service to please track the CA # so that follow up could be done for coaching the behavior.
1996	06/20/02	21	TTY customer was upset CA typed garbled message to him so he hung up and dialed relay again. I told customer I would inform supervisor on duty and customer was satisfied. I offered feedback from customer service and he said yes. No follow up necessary due to technical problem.	06/20/02	No follow up necessary -due to technical problem.
1997	06/20/02	3	TTY customer believed CA explained relay when instructed not to do so. CA said customer told her how to begin phone call "dial xxx-xxxx". CA explained that this is exactly what she did and when voice person appeared totally confused she sent explanatory relay message to TTY to indicate that an explanation was necessary.	06/24/02	I explained that CA did follow instructions on not announcing relay and also CA said did not explain relay. I explained to TTY that the macro issue would be discussed with CA. I offered feedback from customer service and customer requested that this indeed be done.
1999	06/25/02	21	Customer called and asked for supervisor to report that CA told her that relay does not tolerate profanity and all she did was say "dial dammit" and felt that was not a bad word. Said relay must do whatever and never respond and CA ruined her day. Wanted CA reprimanded at once.	06/26/02	Supervisor told caller that CA's supervisor would be notified and apologized for the frustration it caused. Customer insisted I agree that it was not a bad enough word to be told it wouldn't be tolerated. ACU and supervisor witnessed call and was documented as clear abuse of agent and ACU using a lot of profanity. CA did her job. Customer also using "F" word at CA and ACU supervisor documented. ACU told customer we do not tolerate profanity toward CA.
4711	06/16/02	20	Complaint : Felt that the new agents needed more training. (according to agent unable to understand number requested with assistance). Resolution: Apologized for any complication and tat I would forward her concern of the training of new agents to appropriate person. Thanked her and asked her if I could be of any further assistance or place a call with an agent. Declined to do so said thank you bye" and she hung up.	06/17/02	Gave info to S2S team leader for further training.

8604	06/30/02	11	I have a complaint about female operator. I asked if she new how to VCO-VCO call she typed back, yes. She connected the call typed "Hello" then never typed anything else. The call got disconnected. Was not able to reply to the VCO user as due to a technical problem the call switched from F1 to F2 so whatever I typed would not go through. The VCO user then disconnected the line due to lack of response related to the technical problem.	06/04/02	Cannot call. No name given and permission not obtained.
3108G	06/24/02	21	S2S customer wants to help S2S operator. Does not consider his comments as complaint against S2S operator. Customer reports that operator spoke so fast repeating his words that she did not repeat them correctly. He needed to repeat a second time S2S operator relayed correctly. S2S customer thought the operator was new and probably nervous and waited to do everything right and spoke to fast on doing so. Operator needs fine tuning to do job correctly and opt will be good rep of S2S service. Apologized for problem encountered advised info would be forwarded to supervisor. Customer requests contact.	06/24/02	Coached CA to slow down and she apologized. Conducted consumer follow up on 7/16 updated him and talked about STS in general. Appreciated the follow up.
3117G	06/25/02	21	I would like to see the relay system changed to allow the agents to repeat what they just said if asked to on a relay call. I was at the airport and it was very noisy and I asked an agent to repeat something she had just said to me as I simply did not hear her with all the noise and she refused to do so saying that she was not allowed and she then typed everything to my deaf caller and it caused a lot of confusion on the call. I simply wanted the phrase repeated. RCS response: Apologized to the customer and assured that we would send the complaint to the training department as the caller did not wish to get any specific agent in trouble but just wanted the issue fixed so she would not have to go through this hassle again.	07/01/02	Training dept trains CA's to repeat if the customer requests because they did not hear it. Only repeat info currently being relayed.

# July 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2004	07/01/02	17	Voice caller reports her voice child was trying to place a call to 411 and reached relay. Agent called the child "a worthless child". I apologized that happened, and assured the caller that the agents supervisor would be notified. Caller requested no follow-up.	07/02/02	The agent number identified by the caller is not assigned to any employee. There is also no customer contact information.
2008	07/04/02	3	VCO caller upset with CA that reached a busy signal. Told CA to redial 'they can't be busy all day' CA redialed, busy, redial again, busy, and redial again. VCO angry that the CA stopped redialing. CA said she wasn't sure if she wanted to redial or keep redialing since the VCO didn't say keep redialing. I apologized for the inconvenience asked the VCO if she did want to keep re-dialing until ringing. VCO said yes.	07/04/02	Explained the differences in 'progress of call' to CA. When to use busy GA and when to use busy redialing. CA understands more clearly. CA went back to call and processed without further problems.
2028	07/13/02	21	Customer want agent not to use 'Relay Iowa' in announcement. She is calling from Minneapolis using 711 and reaches relay Iowa. This is confusing to everyone. Customer wants agents to no use any state to announce. Confirmed caller used 711 and reached Relay Iowa when calling from MN. Assured caller I would inform techs of this. trouble ticket 286613 Offered to enter customer notes to say 'change announcement - do not say state' customer accepted. Notes entered. No follow up requested.	07/15/02	TROUBLE TICKET results - Informed customer that they need to contact their LEC (or CLEC more likely) about this issue.
2034	07/15/02	7	The customer had to hang up in the middle of the call because this CA couldn't keep up w/ the typing. Apologized to the customer and informed them CA would be followed up with.	07/14/02	Followed up with CA. CA does not recall having a relay call terminated by IB TTY recently. States that she never had problem w/ typing speed.
2036	07/16/02	29	The caller wishing to place a LD call using calling card but reached a recording stating that the LD carrier has been discontinued. Customer uses SBC caller service calling card. Apologized to the caller and assured him that it would be checked into by Sprint tech. CA will be reviewed on proper procedure in this situation.	07/23/02	Spoke to customer on 7/23, his LEC LD is not on ar. Bt c/c lec list. Above is a California cord that went week. He is not interested in having his carrier become on AR list. He is going to buy a Sprint Long distance card and make the call through the MRS.
2048	07/22/02	17	TTY user was upset because they were trying to reach a # ending with 6104 and kept reaching 6103. They were very upset and thought the CA was rude because the CA kept typing # calling pls. They also thought there may be tech problems on our end. I apologized to the customer and said I would write up a complaint. Supervisor had previously helped on this call and the CA was dialing correct #. The voice mail had a different # than dialed on the recording.	07/25/02	Met with CA. Customer gave #. CA dialed same # but reached a different # instead. This was verified by assisting TL Jodi that CA had dialed # given correctly. Customer mentioned this has happened before appears to be a Phone co problem. CA did follow correct instructions.

2052	07/23/02	21	Voice customer questioned why the CA typed his sighs and background conversation. He did not like that the CA did this. No follow up needed.	07/23/02	I explained that the CA's are required to type everything that is heard. I told him that the CA's always question to make sure the customer has received a relay call before. If the customer has not the CA is always careful to inform the customer that 'everything that is heard will be typed to them'. I told him CA's are the TTY customer's ears. He seemed satisfied.
2067	07/30/02	26	Customer demanded that CA be fined because they kept interrupting TTY type. Customer very insistent that this be resolved instantly. Customer requested new CA to place new call. CA noted that the message from caller was garbled - he was trying o clear garble by pressing space bar.	07/30/02	I apologized that the line was producing garbled text. Informed caller that type was clear now. After a lesson in relay chain of command from the caller I again stated the typing was now clear and asked if they would like to place call - Caller accepted on condition that a different CA take over call - Agents were switched no further issue.
4736	07/01/02	20	Customer having trouble w/ new S2S agents not understanding her. Customer needs agents to understand her for her work new agents need more training. Apologized to the caller explained it takes practice and time for new agents to get accustomed to different speech patterns. Suggested she ask for 2 agents to assist with her call when one agent is having difficulty. Customer happy to know she can do that.	07/01/02	No follow up necessary.
4736	07/01/02	21			
3186G	07/19/02	23	Customer is reporting on behalf of TTY user dialing 711for MN relay dialing a local call but relay says it is long distance. Then they get a recording that their LD service has been temporarily discontinued. I apologized for the inconvenience. I verified that it should be local call. I told customer I would open a TROUBLE TICKET for relay techs t investigate. The customer would like follow up from the acct mgr. incident # 1000297842	07/24/02	Per the technician this is a known issue under investigation regarding 711 and the Minneapolis calling area. When the users dial 711 they drop into the MN Relay as an Iowa call. Thus even local calls say they are long distance. They can use relay without any problem if they use the 800 #. There may be a problem wit the Qwest switch. Called customer and left her a voice mail instructing her to have TTY user call 800 #.
3217G	07/31/02	3	Customer gave the relay agent number to dial and the words to tell the person who picked up. Nobody answered and there was an answering mach. The agent left a message even though the customer did not instruct her to do so. I apologized that the call was not handled properly. I told the customer I would document the complaint and forwarded it to the agent's supervisor. No follow up needed.	08/05/02	CA remembered call and said she did not leave msg. Typed (answering mach hung up) because IB instructed if answering mach disconnect. She said she may have accidentally hit alt 9 then backspaced to correct it but did not leave a msg.

3225G	07/31/02	29	<p>A MN speech to speech customer called to say that when he used two particular agents that their volume flexed all over the place and made his calls very difficult . Told customer i would put a TROUBLE TICKET I000320713. Customer can be contacted.</p>	08/01/02	<p>TROUBLE TICKET results - Placed test call with same originating number that customer was calling from to Speech to Speech station. Had agent establish voice bridge to my office phone. Spoke with agent for several minutes. Had her adjust volume up and down as well as move her headset microphone to different locations. Voice was very clear. No indication of a problem.</p>
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### August 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2075	08/02/02	7	The customer stated that this CA was typing very poorly and it was almost impossible to figure out what was said. She also stated that she noticed that typing has become severe problem lately. Wished a follow up.	08/02/02	CA stated that she is excellent typist and does not recall any poor typing on her part. Possible attribute to technical problem. May require further questions from the customer. A follow up is requested via email. Followed up with customer an customer states that all is okay now.
3212G	08/05/02	4	Customer called in stating that CA took control of the call. The customer states that they were given a web address and typed it back to confirm it. The CA then typed "Are you confirming the address no I am talking to you." I explained to the customer that from it sounded like the relay was redirecting the voice person while letting him know the person had been speaking to her instead of him. The customer then said that the CA should have put parenthesis around what was said to her. I then asked if the customer wanted me to write up as a complaint. Customer does not want contact.	08/06/02	CA recalls this particular call. CA attempted to remain transparent and type what was said. CA adhered to Relay protocol of not using parenthesis when comment was made to the CA.
4859	08/18/02	17	MN S2S customer frustrated that agent was rude and needs more training. Customer asked for another agent but did not get anyone else. Customer was kept waiting. Customer would like a follow up phone call during evening hrs. I apologized for the frustration and assured this customer that she would be called back after the agent is consulted.	08/18/02	Consulted with the agent. He had asked for a number to dial and then received a raised voice as a reply and was not able to discern meaning. A second agent assisted but too late. Contacted customer on 8/19 - I apologized and explained that the assistant had arrived but too late, and that I would inform agent I had talked to customer. Customer was thankful, had no questions and hung up.
3290G	08/18/02	23	Customer is trying to place a local call from hotel in MN. Relay is showing the customer is calling from Cedar Rapids IA which makes the call appear to be a long distance. I apologized for any inconvenience and advised the customer to contact the hotel staff. I told the customer I would open a trouble ticket for relay techs to investigate. Customer does not require follow up. trouble ticket number I000352923	08/19/02	TROUBLE TICKET results - Attempted to work with the hotel to have test calls made into the test position and no one was available or had the time to make the calls. I have attempted to contact AT&T(the local service provider) and was passed around to about 10 different people within the company for support, none of which said they had means to test the number. Could not find anyone that would work with the number and see if the correct digits were being outputted from the switch in which the calls were going through.

2096	08/20/02	5	Wanted to know why this CA disconnected his call a couple of minutes ago. No follow up necessary. I apologized for the inconvenience it may have caused him and stated I would write up a report about this.	08/20/02	We had a T1 bounce within that time frame.
2099	08/21/02	21	The caller found it a little strange that after the call, the caller attempted to have a little chat with this CA however the CA typed in parenthesis (CA cannot engage in a conversation) and this was the first time he received such comments. Said used relay for years and always had a "a chat" with the CA's. Wanted to know when this has changed.	08/21/02	I explained that this CA simply adhered to Relay protocol of not having a conversation or chat with the caller and this was the protocol that was set for years that I know of. After a few discussion I offered the caller to customer service and was transferred. The question asked by the caller was pertaining to the relay call as well as comments.
3298	08/21/02	2	Customer has her COC stored in her relay database, however agent prompted for the info anyway. Customer thought she would no longer have to give that info since it is stored in the database and she wanted to know when this had changed. I apologized for the error. I verified that her COC is stored in the database and that the agent should not have prompted for that info. I told her I would document her complaint and forward it to the call center the agent is located for a supervisor to coach the agent. Customer does not require follow up.	07/21/02	Followed up with CA. The CA states that when the caller gave the number she reached a recording message "Your LD carrier has been discontinued". The caller then asked the CA if the COC info is in the database. CA replied no since there was no info listed on the customer notes. Coached the CA that the customer note and the database is two separate info packets and COC is no necessarily listed in the customer notes. Advised her to actually check the database itself.
3308G	08/22/02	29	Voice customer calling to MN relay service and trying to use ATT calling card and is many times is unable to process her call using the calling card number. RCS- Agent did try to complete using agent who processed the call correctly but stated just as the customer said that she was unable to complete the call as a recording came on saying the calling card was invalid. The customer said she just checked the card and it still has 200 minutes and that this happens all the time. If she keeps calling back eventually the agents are finally able to process using the card. Customer would like a call back when this problem is fixed. Can leave msg. TROUBLE TICKET NUMBER I000363953	09/05/02	TROUBLE TICKET results - The only time tech was able to duplicate this issue was the first few times tech attempted the call but that is just because tech is old and no better than an agent fresh out of training. The other problem may be because the person thinks their pin # is different. I she gives the right pin and gets an agent with more than two days experience her call will go through every time. Closed. Left message for customer.
2105	08/23/02	5	Customer was angry because a CA hung up on them and would not repeat what voice person said after they hung up. I apologized for the inconvenience of the CA hanging up and encouraged them to try and catch CA #'s in the future I also explained the policy of not discussing info after the OB has disconnected.	08/23/02	No follow up possible.
2105	08/23/02	21			

4890	08/24/02	0	Called above 10 minutes ago - gave agent all instructions for retrieving voicemail - got no response at all from agent. Waited and waited still no response. Sent several GA's still no response. Finally hung up and redialed relay. Customer requests follow up after agent coached by TTY.	09/01/02	Met with agent . Ws informed that supervisor assistance was requested in order to process this call. Coached agent on the Importance of keeping customers informed when requesting supervisor assistance. Also coached agent on procedures to follow when retrieving voicemail messages. Contacted customer and apologized for the inconvenience and informed her that the agent was coached on the proper procedures to follow when retrieving voicemail messages and when requesting supervisor assistance. The customer was thankful for the follow up and was satisfied with the resolution provided.
4890	08/24/02	1			
4890	08/24/02	3			
4890	08/24/02	4			
4890	08/24/02	18			
4891	08/24/02	0	Customer called and gave agent call info to retrieve voicemail. There was about a 2min pause then a GA The agent did not relay everything on the voicemail. Agent said voicemail left a name and number to call. Customer had roommate call voicemail and roommate stated message was a least 1 1/2 minutes long. This is very unprofessional and it is becoming a big problem. Apologized to customer stating agent would be coached. Customer wants follow up after coaching.	08/30/02	CA does not remember call but said the pause was probably due to getting her notes on voicemail and said she knows to type ( lost info) if she missed something. Coached on being expedient and retrieving voicemail CA is new.
4891	08/24/02	4			
4891	08/24/02	9			
4891	08/24/02	18			
4894	08/24/02	18	Complaint about various agents - when friend calls and want to leave TTY message on voice answering mach they have to convince the relay operator they can do this and it takes 2 or 3 times. This causes many problems and user getting frustrated. Put a note in customer notes that relay can leave TTY message on voice mail. user satisfied and hopes this helps. No follow up needed at this time for this problem.	08/26/02	Added customer notes. Unable to follow up with CA due to no # given.

3313G	08/24/02	29	The customer called in to let us know when trying to reach xxx xxx xxxx through relay the line would ring once or twice and then either go to a fast busy or he would get an all circuits in the busy in the area recording. When the call was attempted without relay the call was able to complete. Thanked the customer for calling in with the info let him know that I would have the techs check into it. TROUBLE TICKET 366720. Customer does not request contact.	08/26/02	TROUBLE TICKET results - Call completes now, and there were no outages around that time on Saturday, so this is very likely a LEC issue.
2112	08/27/02	21	TTY user was concerned that CA would not answer question of a personal nature. I said CA told him could not participate in a personal a personal conversation and asked if he wanted to place another call.	08/27/02	I did tell the customer that CA was following relay protocol and relay employees including supervisors were not allowed to participate in personal conversation. Customer went on at great length as to how the relay employees work so hard and he wanted to make their day more fun. I explained that supervisors as well could not indulge in personal conversation with customers as they were after also needed elsewhere. He wanted to change to change protocol. to be that it is ok to be involved in personal conversations if they are very short. I ask if he would like a response and he said yes. This contact lasted 36 minutes. Same person called and asked for me by name and said he didn't want to get me in trouble for talking too long. I said we would be happy to talk with him if he had specific problems related to relay calls. He seemed very satisfied with answer and disconnected.
4949	08/28/02	17	Customer made a call looking for a live person. "Person here acting rude to me". Customer upset because still no live person. I explained the process of the call to that point. Customer had asked CA to press option1 which CA did then customer asked for option2 to be pressed which CA did. Customer said they wanted tech support. I advised CA would be happy to redial and find option for tech support. Customer hung up after redial w/o giving opportunity it find out if wanted follow up.	08/28/02	Customer asked for technical support. CA dialed got option for technical support. Recording took place with 4 or 5 more numbers to dial. Customer said no thanks and hung up. Observing the CA, CA handled the call correctly.
1822	08/30/02	24	Called relay from work got TTY tones.	08/30/02	Explained and offered follow up - no interested.

2116	08/31/02	21	<p>TTY customer was very upset that agent would not answer his question is regard to why he was sent the following: (explained relay) and asked CA why u explain relay twice q GA? He stated that CA won't give info is not good answer in conversation." TTY user indicated that agent typed response to TTY user was similar to the following 'agent cannot get involved in conversation'. TTY user then requested a supervisor. TTY user indicated "agent in charge then talked to him. Asked AIC what there first name was and AIC typed response was agent is not allowed to give first name b/c it is against company policy." TTY user was very upset with agent for not answering his question and AIC b/c he's never heard of supervisor not providing there first name when responding to a call. This call cam into MRS asking if this was the Moorehead R center and requesting Gloria. Wanted to know what center handled previous call etc. After further clarification w/ the TTY I apologized for the inconvenience attempted to explain protocol (interrupted constantly) provided the 800 MN relay TTY numbers and cu</p>	05/12/03	Coached the agent and the AIC. Told them to respond when the customer has those type of questions.
2114	08/28/02	3	<p>Wanted to talk to Relay Supervisor/ area manager because caller is "sick and tired of rules changing at relay". Wanted area code information for Duluth, MN and CA and did not help get it. Apologized for the trouble, assured caller that CA's will do DA/411 calls for area code Put current CA back on line to complete call.</p>	08/29/02	Met with CA, who said that this person wanted her to immediately check her yellow pages since she was in Minnesota. She told customer she didn't have access to phone book but caller insisted she did. CA followed protocol as caller did not specify to call DA.

### September 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1823	09/04/02	24	Calls from home into relay, hears TTY tones.	09/04/02	Explained how to work around tones, mailed CDB form to brand voice since only used by voice to call into relay.
2132	09/07/02	5	Person was upset said CA said "thank you for using MN relay" and then hung up on them. Said they had just placed their call. I apologized and said I would write up a complaint.	09/07/02	Unable to follow up as that CA # is a male and was not working at the time. Caller must have had an incorrect CA #.
2141	09/10/02	21	TTY user was confused because typing font changed during middle of call and the TTY user was very concerned. They felt the CA was maybe just fooling around. Requested call back.	09/10/02	Followed up with CA. CA has not experienced any changes in font on relay calls. I believe it is not possible for the CA to change the font since we do not have access to this particular tool / program.
3371G	09/12/02	20	S2S caller reports that operator did not announce call as MN S2S operator does not process call well unless specific instructions are given. Caller also suggests that S2S operator should tell S2S caller when they will be switching to another operator. Would like to know before the switch is made then S2S caller could inform the person on the line of what was happening this would be very helpful. Apologized for problem encountered and advised complaint would be fwd to supervisor. Advised caller the S2S operator's followed the policy for switching operator but S2S wants a new policy. Caller requests contact regarding this complaint.	09/17/02	I coached agent in proper announcement procedures and have provided her additional help in call processing skills. Contacted customer. Discussed the agent change procedure and decided not to make any modifications in procedures for the customer's calls as the problem occurred on only one call. If he experiencing problems in the future he will let us know and appropriate changes to customer's noted will be made. I thanked the customer for the valuable feedback. Customer said he was satisfied.
3412G	09/21/02	3	Customer calling long distance and CA dialed the wrong number. The customer was unaware that she needed to have the agent get immediate credit at that time and called in to customer service for credit. I let her know about requesting immediate credit and did let her know that when the bill comes in if she send me a copy of it I can get the charge removed for her. Thanked her for calling in and apologized for the inconvenience. Customer does not request contact with resolution in regards to agent.	09/22/02	I went over procedures for immediate credit with CA. CA now has a better understanding.
3409G	09/21/02	2	VCO reports the agent did not follow Customer database notes indicating AT&T calling card info for all long distance calls agent processed call through Sprint network. VCO suggests agent needs training. Apologized for the problem encountered advised VCO if charged by Sprint to contact Customer service and will credit advised complaint would be fwd to supervisor.	09/22/02	Met with CA. Went over importance of following database notes. CA does not remember this particular phone call.

2172	09/24/02	21	Would like to know why the relay number doesn't show up as 711 or 1 800 rather than unavailable on the caller ID.	09/24/02	Apologized for the inconvenience and stated this involved features and suggested to the customer to be transferred to customer service for further questions. Customer obliged and was transferred.
2174	09/26/02	5	Voice outbound received call from prison. Apparently asked CA a question during conversation. CA did not respond was very angry at CA (and relay service in general). Asked the CA for his #. CA did not respond and hung up on customer. Told the caller I was sorry for the inconvenience. Gave the caller my name. The customer insists we investigate the incident find out who the CA is and call him back.	09/26/02	No follow up necessary - no CA ID #. Called customer back and customer is fine and just wants CA's to type what is being said. Has no specific issue. - Trich Shipley
2179	09/28/02	25	Customer was very disappointed with the relay service. They said that their daughter could not contact them through the relay via 711. This made their daughter distraught. Customer wants to know why 711 would not work. I apologized for their problem. I was unable to get any other pertinent info, customer would like follow up.	10/01/02	The girl calling is only 9 and was not using the phone correctly. Spoke with the mother and all is ok now.
3439G	09/29/02	21	Customer called to let me know that the person did not process the call properly. She gave the number to call. When the other party answered the operator did not announce the call to her. The hearing person repeated "hello hello" and didn't get any response. This was a very important call and the hearing person was leery of relay as it was then the operator did not do his job. Thanked the customer for letting us know about this apologized to her for the problem she had with the agent in processing her call. Customer does want contact with resolution.	09/29/02	Operator states that calls were made
1824	09/16/03	24	Calls from work into relay, hears TTY tones.	09/16/03	Explained how to work around tones, mailed CDB form to brand voice since only used by voice to call into relay.

### October 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2188	10/02/02	3	Customer was very angry about their call handled by CA. They said the CA was very rude and didn't do the job asked. Customer asked that the CA not announce their call w/ normal intro. Instead customer asked that the CA ask for their uncle. CA did normal greeting and did not keep the customer informed, then gendered a male voice with a (F). After this the customer asked for CA#, which CA gave. Customer then asked for supervisor and CA disconnected. I apologized to the customer for the inconvenience and said matter would be resolved. Customer does not want a call back.	10/02/02	CA did admit to handling call incorrectly. CA stated they were confused by the customers instructions and did not clarify before dialing out. CA did state however that they did gender correctly and did not disconnect caller. Caller disconnected by herself. I reviewed policies regarding this call type with CA. CA clearly understands correct procedure.
2188	10/02/02	4			
2188	10/02/02	5			
2188	10/02/02	17			
2190	10/05/02	4	TTY user called and left message on answering machine. TTY user was concerned that CA would not answer her when asked if the message was left. Would like call back. Informed TTY user this information would be forwarded to supervisor. Customer was frustrated and disconnected.	10/05/02	Met with CA. CA remembered call and said inbound line disconnected while CA was dialing back to leave message. CA demonstrated knowledge of answering machine procedure.
2192	10/05/02	17	Voice person OB called with complaint that CA would wait until TTY was done typing before voicing. Voice was outbound and said "operator I am talking to you. Please talk as they are typing". CA replied she was not allowed to be part of conversation. "Voice then asked CA again to speak as typing appeared". At end of call CA began reading as message typed and voice thought it was too slow.	10/05/02	I informed voice that as an outbound phone user the TTY had control of the call. I also said regarding waiting to voice message CA was following protocol so as to make TTY message more conversational. Voice indicated that the majority of voice customers prefer to have message voiced as typed instead of waiting and said "TTY users wouldn't know the difference anyway". I told voice I would take down all the information and have this info forwarded to customer service. I also met with CA and voiced approval of following protocol and cautioned regarding exaggerated slowness.
2216	10/18/02	21	The customer from the Hair Salon called requesting info regarding a deaf customer and the CA who relayed their call. Said the call was disconnected and they were setting up an appt - need to know if it was confirmed.	10/18/02	Apologized for the inconvenience it may have caused her and explained that we are bound by federal law not to keep such conversation between two callers and we didn't keep record of these calls made by the caller - Also explained CA protocol. The caller seems to understand.

1825	10/22/02	17	Uses relay often. This CA was very rude and seemed like an angry person. Allowed her to vent, spoke with her awhile and told her it would be shared with the relay center.	10/24/02	Followed up with CA. CA is not aware of this. CA was coached on how her tone may affect the call and be aware of the tones used.
2234	10/29/02	17	TTY user was upset because CA was rude and would not answer about DVD. Said I would follow up with CA.	10/29/02	CA had not worked at all on this day. Possibly wrong CA#. Apologized and had current CA place call. CA was not scheduled - no follow up needed. Wrong CA #.
2197	10/07/02	4	Caller just got a call through relay but operator was speaking indistinctly & did not do proper announcement. Refused to give their operator # and was rude. These times caller asked what was relay and operator would not explain. Happened about 5 minutes ago. No follow up requested.		I apologized to the caller and explained that all operator need to ask if a person has received a relay call before and to always give out operator #. Told caller I'd file a complaint on their behalf but was unable to follow up on the operator without an operator #. Caller would see about checking with TTY who called them to see if they got operator # and may call back with it.
2197		8			
2197		17			

### November 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
1826	11/01/02	24	Called relay from work & heard TTY tones. PBX.	11/01/02	Explained to the customer and offered follow up for co-workers. Caller not interested.
1827	11/01/02	24	Called relay from work & heard TTY tones. PBX.	11/01/02	Explained to the customer and offered follow up for co-workers. Caller not interested.
2244	11/05/02	3	The caller was upset with CA. Stated that after she gave the closure followed by GA and told operator "I would like to make another call". Found out that the first person is still on the line. Caller felt the CA made her look stupid by not following their instructions. Apologized to the customer and assured that the CA would be spoken to.	11/05/02	Followed up with CA. According to CA the voice person was talking and then requested a supervisor. During the tie, CA was typing & the customer interrupted and said to call another number. CA had OB voice on line based on their request to speak to a supervisor. CA was coached on proper procedure.
2251	11/11/02	5	Customers asked to speak to a supervisor to report that CA hung up on them in the middle of an important call. Apologized for the inconvenience and said we would speak to CA. No follow up call necessary.	11/11/02	CA does not recall anything like this happening. No coaching needed. CA does not recall the situation. CA was coached on the importance of not disconnecting a call and understands the consequences. - Team Lead
4999	11/12/03	29	Customer cannot get through to Pacific Bell 800# through relay. Customer was informed a trouble ticket was submitted yesterday and she wants to be contacted regarding resolution as this call was important. Agent uses Regional 800 procedure and gets recording saying "you must dial a 1 before this number. I apologized to customer explained plan could be with relay or with the 800# and thanked her for patients. TROUBLE TICKET# 527175.	12/19/02	TROUBLE TICKET results - Tested using CRS to the 800 toll call # and it went through fine. Attempted to call customer chatted with customer and follow up if things improve and any issues with Sprint Relay - things are good and no problems lately she was pleased I called to follow up.
3096H	11/12/02	24	Customer calling from number xxx xxx xxxx could not dial DA through MN relay. Apologized to the customer for the problem and let then know a TROUBLE TICKET would be opened to investigate the problem. Customer is requesting an email follow up from account mgr on resolution of problem. TROUBLE TICKET 532997	11/13/03	TROUBLE TICKET results - MN doesn't allow out of state ANI's to call out of state DA. System is working as designed. Could not follow up with customer as provided wrong email address.
1828	11/13/02	24	Called relay from work heard TTY tones. PBX.	11/13/02	Explained to the customer and offered follow up for co-workers. Caller not interested.

3110H	11/15/02	3	MN hard of hearing voice customer upset that agent typed to the TTY user to repeat when asked agent to repeat something she had missed in the conversation. She feels the agent should just repeat to her and that the training needs changing as this would take forever to get through a relay call and all other agents always comply with the request to repeat as needed.		I explained the agent was following their training to type everything heard to the TTY user as the conversation is between the TTY user and the hearing person and the agents are to be just a wire. Customer was not satisfied with this info and requested further contact with resolution via email. Attempted to contact customer 11/25 - emailed for clarification; 12/2 - Emailed 2nd time for clarification; 12/6 emailed 3rd time and offered to meet in person. Closed due to no response back from the customer.
2259	11/17/02	4	TTY upset that CA processed LD call improperly. Concerned that charges would appear on bill when CA never asked how they wanted call billed. Apologized to the caller for the problem.	11/17/02	Went over correct LD billing procedures options with CA. CA is more aware of limitations options on LD calls.
3146H	11/25/02	4	The customer called in and gave 800# to dial. The agent dialed the wrong number and was told there is no number like that. The customer asked the agent to redial and got nothing from the agent. The customer finally hung up and redialed. I apologized to the customer for the inconvenience and thanked her for calling to let us know about this. Let her know I would write this up and fwd on to the appropriate center. Customer would like contact with resolution.	03/14/03	Contacted customer and she was content with relay. Gave her my TTY# for future use (Trich Shipley). CA was very new when complaint was made - forgot to open the headset to the inbound line to get VCO user's request - Coached agent on proper VCO procedures.
3146H	11/25/02	5			
3146H	11/25/02	21			
1829	11/25/02	35	Customer emailed a complaint to DOC and it was forwarded to the Consumer Relations Office. Customer was frustrated with making VCO calls with her new VCO phone.	12/09/02	I emailed an explanation of how to use the VCO phone by pressing the second button after connected with GA (relay message). I did follow up email and requested if customer was satisfied. Offered to meet with her in person if she was still having a problem. Contact closed due to no response.
2273	11/27/02	3	Customer was unhappy because CA did not follow her directions. Customer had asked CA don't announce just ask are you open on Friday. CA proceeded to handle call normally and did not ask question. I thanked the caller for informing us of the situation Customer did not request call back.	11/27/02	CA did announce as asked by IB. OB would not answer and started talking, so the CA then announced the call. Explained to the CA that because the IB didn't want the call announced she does not have to give familiarity of service and can just begin relay.

2277	11/30/02	21	VCO was upset that CA took too long to respond. CA stated that she dialed number requested and macro came across screen that stated number does not accept relay calls. VCO said nothing came across his screen so CA tried again. Same macro again. VCO did not see on his screen. CA then typed message and indicated recording and VCO was very upset it took so long. I said I understood his frustration and assured him I would meet with CA right away. VCO seemed satisfied and did not require call back.	11/30/02	After meeting with CA I felt CA did follow proper procedures in attempting to keep customer informed.
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## December 2002

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2280	12/01/02	3	VCO was upset that CA did not follow instructions to enter # in recording and instead typed entire recording. VCO was difficult to understand so I repeated to her what she said to make sure I had all information correct. I apologized for inconvenience & told VCO I would meet with CA to discuss call. VCO did not want a call back.	12/01/02	I met with CA. CA said she had a very difficult time understanding VCO. She thought VCO was giving number to dial. CA demonstrated knowledge of procedure of entering info during recording.
3175H	12/04/02	21	Caller said this was a conference call and after the business part had ended people were having informal conversation that she wanted to hear. Caller said the agent typed a half page of 'gibberish' (suspect garbling) and wanted to know why this happened. Caller requested a supervisor to ask the agent what happened and call her to let her know (caller said she can hear 'one on one' but in a group setting cannot understand all that is being said. This is why she was on TTY during this conference call. I apologized to caller for the problem and let her know a complaint would be sent to investigate the issue. Call back requested from supervisor.	12/06/02	CA # does not exist. Unable to follow up with the agent. No further follow up possible. Called customer back and there was no answer. Left the customer a message to call back and the customer never called back.
3187H	12/07/02	17	Customer states agent did not reply when he wished her a Merry Christmas. He asked to file a complaint. CS took info and wished customer a Merry Christmas. Follow up requested.	12/07/02	I was assisting CA on this call. Call was 17 minutes long already and customer was trying to continually engage CA in personal conversation (after 17 minutes I told CA to send the alt 2 macro asking for number dial. I considered this issue to be resolved at this point. Followed up with customer and explained policy).
2296	12/09/02	3	Customer was upset that CA asked for long distance provider when it was already in customer notes. Customer told CA to read customer notes. Customer wants CA put on probation. I apologized to customer for inconvenience and said would meet with CA to discuss situation.	12/11/02	Followed up with CA, and CA stated that when she pressed the COC key - the alternative billing came up requesting 2 specific billing options. This is what CA typed back to the customer resulting in a chewing up of the CA by the customer and then disconnected. CA followed proper protocol.
6276X	12/12/02	21	The voice person complained that a TTY user called them and made sexual and obscene gestures to their young child.	12/12/02	Supervisor told the voice person to contact a supervisor if it continues to happen.
6276X	12/12/02	35			
1830	12/13/02	24	Called relay from work heard tones PBX.	12/13/02	Explained - does not want global block.

2304	12/13/02	6	Customer was unhappy because CA typed the wrong name. Also relay would not repeat name after OB voice hung up. I thanked the caller for taking the time to inform us of this matter and transferred them to customer service, to voice their concern per the policy they were complaining of. Not typing anything after the person hangs up.	12/13/02	CA said they thought they had typed the correct name. Coached regarding asking voice person to spell if unsure. CA followed procedure by not repeating name after voice person had hung up.
1831	12/16/02	35	Received obscene call through relay and was very upset.	12/16/02	Explained global block and all other info. She wanted the block called Sprint / Dorenda and implemented.
2309	12/17/02	21	Caller said CA "cost me money" and wanted CA fired. Caller did not go into detail of what specifically happened. I apologized for inconvenience and offered immediate credit to rectify the situation. Caller did not say "yes" or "no", only "thanks" and hung up.	12/18/02	Met with CA who remembered the call. Said there was a long list of instructions form TTY regarding specific names on answering machines. She didn't leave the message on the answering mach because specific name wasn't mentioned and this was in list of instructions. CA followed procedure according to TTY request.
3216	12/21/02	3	Customer was very angry by the actions of CA. Said CA didn't follow instructions, hung up on me and refused to respond to my questions. Going into more detail the customer said they asked CA to not announce just ask for specific person. If they ask who this is just say I'm calling for Tanya if she is not there just say thanks bye bye. Customer said CA did not ask for Kenny at all. After outbound person hung up CA refused to respond to my question. Customer asked for supervisor and CA hung up. I thanked caller for informing us. No call back requested.	12/21/02	CA states that they did ask for Kenny but forgot the rest of customers request. From then on CA began relaying. After outbound hung up inbound began using foul language toward CA. CA asked for a number to call and caller continued to use foul language. CA then typed they were disconnected and disconnected caller. CA says caller never asked for a supervisor. Coached CA on procedures regarding altered announcements. Also discussed how to handle difficult customers. I told CA we cannot disconnect callers. Appropriate action will be taken.
3216	12/21/02	5			
3216	12/21/02	21			
2320	12/28/02	0	Customer was angry that he had to wait so long to connect with relay. Said phone rang for 15 minutes before CA picked up. I apologized to the customer. No call back requested.	12/28/02	At time of customer's call our ASA was approximately 2.5 seconds. Entire network was extremely busy. CA processed call according to the procedures.

6309X	12/30/02	21	<p>Customer was verbally abusing agent about not processing call correctly. Supervisor came on line and caller said he wanted agent fired. Supervisor said he would review proper procedures and complaint with customer. Customer said that he wanted agent fired. Supervisor explained that he would follow up with agent but that we do not discuss disciplinary issues with customers. Supervisor apologized for poor service. Customer threatened to sue relay.</p>	12/30/03	<p>Supervisor offered to have his CM speak to the customer. Customer was not interested in this option. Instead customer asked supervisor to process call which supervisor did. Customer then hung up. Supervisor reviewed call with agent. Agent was not at fault.</p>
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### January 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2326	01/01/03	3	Ca did not follow given instructions and refused to cooperate. Apologized for any inconvenience and issue would be taken care of.	01/04/03	Followed up with CA on call and CA indicated instructions had been followed. Info verified by asst. supervisor who assisted with call. Caller continually interrupted CA while typing. It is possible info was not relayed due to interruptions.
2328	01/03/03	21	Voice person was upset CA was typing everything heard to TTY answering machine. Customer would be embarrassed to have TTY person know customer said that. Explained CA was following protocol when typing everything that was heard.	01/03/03	Met with agent and observed computer screen and did indeed indicate to customer protocol was being followed. CA did indicate and demonstrate knowledge of typing everything heard to TTY user.
1832	01/06/03	24	Voice customer called into relay from work and heard TTY tones. Explained Relay system.	01/06/03	Explained and followed up with letter and brochure.
2347	01/08/03	3	Customer requested agent not to type answering machine or recording. CA did not obey order. Apologized for CA error and any frustration that caused.	01/08/03	Spoke with CA and CA realized they had made an error. CA had typed recording out of habit but realizes they need to follow customer instructions.
2349	01/13/03	3	Customer upset when CA did not wait for them to finish typing before dialing out. Apologized for inconvenience and explained that CA would be coached to wait for GA before dialing. Customer requested different agent.	01/13/03	Coached CA on proper protocol to wait for GA before dialing out. CA understood and was in error.
1833	01/16/03	24	Voice customer called into relay from work and heard TTY tones. Explained Relay system.	01/16/03	Explained how relay answers calls. Customer did not want further follow-up.
3321H	01/17/03	20	Caller said the speech to speech operator did not repeat what he said for outbound customer when they were not able to understand clearly. I apologized for the problem and let the caller know a complaint would be sent to agent's workplace. No callback was requested.	01/24/03	Spoke with CA concerning call. Agent now fully understands the procedure for speech to speech calls.
2361	01/18/03	3	VCO was upset with CA and said "CA is nasty. I asked her to slow down her typing because all was getting was X's and O's and #'s. She didn't slow down and kept doing whatever she wanted to do. She should be fired". I apologized for inconvenience and assured customer that CA did not intend for X's and O's and told her that for some reason the message on her machine was garbled. I said that CA was not aware of garbling as all the typing on our screen did appear clear. She was very upset with me as well and insisted we were lying. VCO said thanks for nothing and hung up before I could offer call back form customer service.	01/18/03	I did meet with CA. CA said she did turn down typing speed per customer request. CA also said line was cutting out at beginning of call and wondered if that could have anything to do with garbling. CA appeared to be following protocol exactly.

2361	01/18/03	17			
2368	01/22/03	4	<p>Caller very angry and concerned what CA was typing to their daughter (person they were calling). TTY seemed confused when CA typed request for supervisor. Voice person was angry that the CA was typing everything to the TTY and when the CA was asking for spelling. Would like follow up call. Apologized for inconvenience told person someone would call them back after meeting with the CA.</p>	01/23/03	<p>Call was being relayed with incident when talk concerning a show on TV came up in the conversation. CA typed everything heard but TTY was confused and asked the voice person to repeat what was said. When the conversation got to the name of the show the CA asked the voice to spell it clarity and avoid errors. But noticed it was the same as she spelled before. Voice person got irate, made off color comments at the CA and demanded CA's #. CA gave # and attempted redirection as well as redefined CA role. CA followed proper procedures. I called the customer back. Customer was very rude to me. Seemed angry in general, kept talking about being pro-life and other subjects. Let her vent and no further follow up needed.</p>
2368	01/22/03	17			
2367	01/22/03	17	<p>Caller upset that CA came across as "rude &amp; nasty". Asked CA to hold on a moment but the CA kept announcing and re-announcing the call. The person was asking if the CA had a bad attitude and the CA typed everything to the TTY. Caller now is concerned that the TTY who called feels that something is wrong. Caller requests a follow up call. Apologized for the problem and per customer request assured them someone would call them back after the CA was met with.</p>	01/23/03	<p>No specific instructions other than # to dial given to CA by TTY. CA dialed out &amp; voice person answered "can you pls hold?" CA announced a relay call Q voice person repeated "Can you hold please q" but stays on the line. Since voice person did not give yes/no answer CA repeats "Have you received a relay call Q". Voice is irate, repeats ps hld puts CA on hold. Comes back on the line CA re-announces call asks for familiarity of service - call finally starts. Due to difficulty in the initial set up the voice person is not answering CA's question "is that a GA q" Voice asks for CA #. Voice person eventually hangs up. Discussed initial set up problems with CA reminded CA if asked "can you hold pls q" CA can voice "one moment I'll type that to the caller." CA understands more options allowed in call set up relayed this call according to procedures. Called customer back customer was nice and just upset that the CA was rude.</p>

2365	01/22/03	9	Caller said that she was talking to the CA and the CA kept typing everything even though the voice caller didn't want them to. She said she spoke to a supervisor and they said they would call her back. She is very upset that she did not receive a call back. IB was upset and after explaining/venting she hung up. She wants follow up on her call ASAP. Apologized to the caller.	01/22/03	CA followed the correct procedures. Called customer back and informed of resolution.
2374	01/24/03	17	Voice customer was upset that CA was being rude, and customer would like something done about this and an apology. I told customer I would take all this info down and fwd to CA supervisor.	01/24/03	This customer was rambling at times & appeared incoherent. We have no CA with that #.
3355H	01/28/03	4	Internet user reports that agent did not respond after call was in progress. During call, there were long pauses and nothing typed. Advised customer complaint would be forwarded to supervisor.	01/30/03	CA coached to keep caller informed as to what was going on with call.
3365H	01/29/03	1	Customer gave agent the number to call and although it was typed clearly, the agent asked for the number again. Customer service rep. suggested there may have been a technical problem involved in transmission, but customer states it was CA error. Advised customer supervisor would receive a copy of complaint.	01/30/03	CA does not remember the call. Demonstrated proper knowledge when TTY calling to number is incomplete or garbled. Tried to follow up with customer over 10 times. Either busy or no answer.
3365H	01/29/03	3			

## February 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2411	02/13/03	4	TTY wanted to know how the voice person sounded after the voice person had hung up. Informed TTY that the CA followed proper protocol in stating the CA no longer has that info after person hung up. TTY felt it was unfair and wanted this policy changed.	02/13/03	CA followed proper agent protocol of not divulging the tone of the call after the call was completed.
2411	02/13/03	14			
3439H	02/16/03	34	Speech to Speech customer attempting to reach bank was unable to do so through relay even when the reg 800 key is used. When I tried to call that number from this office the call was completed. Thanked the customer for calling in and let him know that I would have the techs check into this. Trouble ticket # 731121. Customer does not want contact. Customer called back to say that the CA was able to connect the call 1 time but as soon as the bridge person was on the call was lost.	03/14/03	TROUBLE TICKET results - was able to complete test calls w/o any problems. could not duplicate.
2416	02/16/03	5	Customer wanted to know the difference between TTY tones and fax tones. Supervisor tried to explain but customer hung up, redialed relay, got another agent and was abusive to agent. Supervisor again tried to explain difference between TTY and fax tones. When customer did not provide another # to dial customer was disconnected.	02/26/03	Agent followed the correct procedure.
2428	02/21/03	21	Customer was frustrated with processing a LD call using McLeod; some CA's process one way while others processed differently. Customer was trying to reach her family member and when CA chose McLeod as COC they reached a recording stating to number if CA chose all other options they reached a Spanish speaking recording. Would like to get this resolved. Apologized to the customer and assured that this will get resolved	02/21/03	Agent chose the correct COC. A trouble ticket should have been completed. No trouble ticket can be entered at this time because there is no specific call information available. Supervisor has been advised to complete trouble ticket in the future.
2430	02/22/03	3	Customer said CA took control of phone dialing. Would not hang-up when I said SK. Customer also said CA did not send ringing macro and therefore didn't keep customer informed. Thanked the customer for informing us of his experience.	02/23/03	Coached CA on proper VCO procedures when dialing out as well as keeping customer informed.
2430	02/23/03	4			

5391	02/24/03	4	CA did not follow through and spell last name of TTY user. There was difficulty of spelling which was confusing for TTY person and voice person. Voice person asked CA to spell and CA said was unable to participate in conversation. Lead apologized to customer and said she would like to be contacted and provided telephone number.	03/06/03	Agent is now aware of the revised policy of being able to voice the spelling of something typed during a relay call. After the request to spell has been relayed to the TTY user even if the TTY user's second typing includes no spaces. Attempted to reach the customer 3x at the provided number. Left name, number and consultation info on machine.
6398X	02/26/03	3	Agent kept asking what is the number. Apologized and said agent would be coached.	02/28/03	Agent does not recall this particular call. However stated that she would have requested TL assistance to get the #.
7628A	02/07/03	3	Agent would not dial the number I gave them. After giving them the #, they waited for a few seconds then hung up on me. Apologized to caller and assured them the supervisor would be informed.	02/28/03	Met with agent, but agent didn't remember this specific call or hanging up on the customer. Coached agent on the importance of processing calls for customers. The agent was made aware of the consequences of disconnecting calls. Explained to agent that if a call is disconnected either by fault or due to technical difficulties, a supervisor should be requested. A CA feedback form should also be filled out to document the incident. Also advised agent of the 3 seconds or less dial time, and the consequences of not dialing the number immediately.
2442	02/28/03	5	CA hung up on caller. Would like a follow up. Apologized to the customer for the problem informed caller the CA would be met with.	02/28/03	CA did dial out # requested live person and IB TTY caller disconnected. The CA then left message as instructed.

### March 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
14009	03/03/03	3	The customer said they told the agent if someone answers to have the person tell person answering to give them a call back. The agent dialed the number and started to type the recording. Customer feels it should not matter if the call was answered by a person or an answering machine, the agent should have left a message. Team Manager apologized to the customer for the inconvenience. Customer does not wish for follow up.	03/17/03	Team manager advised the customer that when the agent reached a recording and not a live person the recording is typed. After the customer's requests agent did follow proper procedures because the voice person did not answer the phone.
1834	03/06/03	24	Called into relay from work heard tones.	03/06/03	Explained - does not want any further follow up.
2453	03/07/03	17	The caller stated that he placed a call about 5 minutes ago and heard a relayed call. Toward the end of the conversation, voice person stated that CA was rude. TTY then asked CA why she was rude after OB disconnected. CA replied that the information is no longer available. Apologized to the customer and requested clarification how and why CA was perceived rude. The caller couldn't elaborate.	03/07/03	Followed up with the CA. According to CA, was reading the TTY text to voice person and voice person was heard talking to someone and then return to the relay call. Voice asked what was said, CA re-read the last line/sentence and continued to relay what was heard after the call. TTY did ask CA the reason she was considered rude. CA did let TTY know that the info is no longer available. CA followed proper procedures.
1836	03/13/03	24	Called relay from work & heard TTY tones.	03/13/03	Explained to customer.
2472	03/27/03	33	Customer called into this center and requested a supervisor. She stated that Sprint customer service rep instructed her to get a supervisor and have a supervisor assist CA in COC call processing. Call was placed using McLeod as their COC and reached a recording requesting them to contact McLeod Customer service. I told the customer that I would follow up on this with appropriate personnel.	03/27/03	Agent follow-up is impossible. No agent number was written on contact form. This was a technical complaint.

3074-I	03/28/03	7	Customer advises that two agents were careless with dates and numbers with his business calls. Customer states the CA's need to be coached about the importance of spelling names correctly and making sure dollar amounts and account numbers are typed accurately. Customer states he uses the relay many times a day and he keeps tapes of conversation and he is usually quite satisfied with the service. Customer service rep typed a series of numbers and dates to customer and there was no garbling. He was able to read clearly and he advises he has had his VCO phone for only 5 months. Equipment is not the problem. CS thanked customer for calling with his concerns and advised the supervisor would be notified.	04/02/03	Coached agent on importance of typing exact message and to ask for spellings and pace the customer to assure correct numbers are typed. Coached second agent on importance of typing exact message and to ask for spellings and pace the customer to assure correct numbers etc are typed.
2446	03/01/03	21	Customer was angry because CA would not provide them with PST. CA gave them CST (which is the time zone this center is in). I gave the customer the current PST and explained that CA's are not allowed to give out time zone other than the one they are in. Customer hung up.	03/01/03	CA understands procedure for giving time and date and performed the correct procedure.
1835	03/07/03	24	Called 711 from work into relay, heard TTY tones.	03/07/03	Explained and customer did not want additional follow up.

### April 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
2480	04/03/03	17	Voice caller complained that when she asked the operator to repeat what the TTY said, the operator sighed. Was very rude and yelled back at her. She did repeat the TTY's message but talked extra slow in repeating it. Follow up requested. I apologized for any inconvenience this may have caused and said a supervisor would meet with the operator to discuss the incident. Caller thanked me and disconnected.	05/28/03	Followed up with the CA and CA stated that she has a cold and it makes her sound to voice person as being rude. CA acknowledged that she did re-voice the TTY message extra slow because she was attempting to enunciate clearly. CA was coached to be aware of the tone of her voice when relaying call, and that this is just call and shouldn't let any disruption frustrate her. Trish Shipley called customer with update.
2485	04/04/03	29	The customer stated that this is the second time it has happened this morning. The caller wishes to place a call to xxx xxx xxxx and reached a relay center. Customer wishes to get this resolved. Apologized to the customer and indicates the calling from number matched the calling to number he provided. Requested his calling from # and then placed the call. Reached relay center - notified that I will enter into TROUBLE TICKET. Meanwhile he could check with his local phone company to get this resolved. TT#842300	04/04/03	Apologized to the customer and indicated that the calling-from number matched calling-to number he provided. Requested his calling-from number and then placed the call. Reached relay center and notified them that I will enter them into trouble ticket. Meanwhile I suggested he should check with his local phone company to get this trouble ticket resolved.
3092-I	04/04/03	29	VCO experiencing garbling and text jumping on Ameriphone VCO. Customer working with Qwest tech Ameriphone employer and Sprint relay customer service to resolve the issue. Detailed test call information provided by customer calling MN relay using 711, 800# and VCO#. Problems using each number. TT#842374	05/22/03	Left message for customer at voice mail.
1838	04/08/03	24	Hearing person in jail couldn't call his deaf parents through relay.	04/14/03	Worked with jail administration and they have a TTY the hearing person can use on a jail administration line. Updated person who contacted me.
3105-I	04/09/03	26	A MN VCO customer called to say that he has Ameriphone VCO equipment and has turbocode turned off and requested agent also turn off Turbocode and he still got garble. But when talking to relay customer service he was receiving our type just fine. Yesterday he tried to make a call and the agent could not hear him. He hung up and retried the call and it went fine. He also had an answering machine message and it was garbled so that he could not make it out. Explained to customer that I would send a TROUBLE TICKET on this issue. Customer would like contact. TROUBLE TICKET# I000853744	04/17/03	Reviewed ctrl V (disable turbocode) with the CA. She states she performed this on the call in question and the person said they still could not read her text. Received a call from Sprint technical and informed me that they are working on the problem and should be taken care of in the near future. Called customer and left a message and apologized and asked for them to contact me in the future if experiencing further problems.

1837	04/09/03	24	Customer heard TTY tones, PBX.	04/09/03	Explained to the customer. Customer understands.
2488	04/09/03	3	Customer upset that agent would not transfer him to the CA that the customer wanted. Customer wanted to confirm info from a call placed a few minutes ago. Customer upset that supervisor would not transfer him to that CA and supervisor would not ask CA about the call in question.	04/09/03	Told customer I understood concern but explained it is not possible to transfer to specific CA and that relay has no records of past calls so specific CA would not be able to confirm or deny any past call info. CA properly attempted to redirect caller for a # to dial before customer requested supervisor. Customer hung up while supervisor was attempting 3rd time to explain his requests were not possible.
3107	04/10/03	26	VCO customer states he has garbling with call through Minnesota Relay. Customer provided two MN agent ID numbers from today's calls, and he states he wants the problem resolved. Customer said he has called to RCS three times since this problem with garbling has started, and the typing he receives from the customer service reps is perfectly clear, so he knows it is not a problem with his Ameriphone. Customer Service rep apologized for the frustration he is experiencing and advised another trouble ticket would be opened. Trouble ticket number is I00085540.	05/22/03	Problem fixed, per technician. Left customer message.
3112-I	04/11/03	26	Several MN customers are getting garbled messages when using MN relay service. Previous TROUBLE TICKET for this customer on 4/10. VCO customer would like MN tech to call him. Assured that a 2nd TROUBLE TICKET would be turned in letting the tech know to call at 9am Monday. TROUBLE TICKET# I000859231	05/22/03	Problem fixed, per technician. Left a message for customer.
2489	04/11/03	17	Voice caller said she had placed a call and was talking for 45 minutes to 1 hour and could hear the CA huffing and puffing like the CA wanted to get off the phone. Said she felt like she was being pressured to hurry her call. Said she normally isn't a complainer but that she should be able to talk for 6 hours if she wants and didn't appreciate the CA being rude. Also could hear CA's talking when switching agents. Apologized and told her the CA would be coached by her supervisor. No follow up requested.	04/12/03	Coached CA on being sure to remain transparent and maintain a polite and professional attitude at all times.
1839	04/15/03	24	Customer called relay from work and heard tones.	04/15/03	Apologized to the customer and explained. Customer understands.
2496	04/20/03	17	TTY user wished to report verbal abuse by CA. Said they asked for the CA's supervisor but he refused. Apologized to the customer and assured that the CA would be spoken to.	04/20/03	CA recalls this particular call and stated same language used in the

4147Z	04/20/03	29	Customer said : Ten minutes ago we got cut off several times, operator heard static, person calling could not hear the static. My equipment was fine, problem is on your end and I want to know why. Have you tech call and tell me why relay has this problem.	05/27/03	Team Leader wrote : I called directly, got a wonderful connection. She can be a little hard to understand due to her voice, but there was no static. Wires and phone were checked by the phone company, and no problems were found on that end. Always static with relay. I called the consumer and updated her that all checked out fine (per Sprint). She said she would call back if she had any further issues.
3155-I	04/24/03	29	VCO customer is very upset that his LD calls will not go through. He has Frontier for LD (all others) in database. He said this happens 2 or 3 times. Apologized for the frustrating situation and asked him to check with his LD carrier and to type to make a call again through relay & call us back with the agent number etc. I checked the preferred billing method and it said sent paid there are 4 billing restrictions that are checked even though this state does not allow for them. I thought this could be causing the problem and took them off but when I tried to do a test call it would not go through. Then I pulled the customer notes on my test call into my terminal and all of the sudden Sprint is marked for his LD carrier. It had not been marked just a few minutes ago. I changed it back to all others. I tried to make a call again and it still would not go through. I did a TT# 887057. No customer contact needed.	04/28/03	Issue resolved per trouble ticket #842374.
3154-I	04/24/03	26	VCO user experiencing garbling problems for past 2 weeks. Apologized that customer is experiencing problems. Advised TROUBLE TICKET would be forwarded to relay tech to research garbling problem. Customer expects contact from relay tech and MN account manager. TT#886687		Ticket closed per relay tech. We think problem is fixed now. Called customer with this information.
1840	04/24/03	24	Caller lives in GA but likes to use MN Relay but cannot get his computer to connect to MN.	04/24/03	Apologized for the inconvenience and I provided computer protocol.
1841	04/28/03	24	Called relay from work. Heard tones. PBX	04/28/03	Explained to customer.

2509	04/30/03	3	<p>TTY customer was upset that CA didn't follow his instructions. He said he asked the CA if 866 #'s are toll free and the CA responded invalid #. He said he asked again if 866 number is toll free and the CA asked for the # he was calling to. He gave her the whole number; he didn't want it dialed but she dialed anyway. He said a recording answered and he hung up. Customer would like a follow up call. I thanked the customer for taking the time to bring this to our attention. I let him know 866 #'s are toll free, and that I would follow up with the CA. Customer would like a follow up call.</p>	04/30/03	<p>Discussed the call with CA. She said she misunderstood and customer wanted the # 866 toll free. I coached CA on 866 etc and CA was able to demonstrate correct procedure. Returned call to customer and apologized for his frustrations and explained that CA understands and I thanked him for the call.</p>
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### May 2003

Tracking #	Date of Completion	Cat. # of Completion	Nature of Complaint	Date of Resolution	Explanation of Resolution
3201-I	05/07/03	26	CO customer experiencing garbling through MN Relay. Customer has had CO dedicated line for past few weeks, using Ultratec CO phone. Apologized for problem encountered. Advised complaint would be forwarded to management and trouble ticket would be sent to relay tech. TROUBLE TICKET number 914186. Customer requests contact from MN account manager regarding this issue.	05/29/03	Account manager talked to customer, who has exchanged her phone for an Ameriphone, which works for her now.
1842	05/08/03	24	Called relay from work. Heard tones. Apologized.	05/08/03	Explained to the customer and the customer understands.
3204-I	05/08/03	3	Caller upset that CA did not follow instructions and keep him informed when the answering machine message was left. Also said that CA had many typos and spelling errors. Thanked customer for taking time to let us know and that a supervisor would follow up with the agent. Customer does want a follow up.	05/08/03	Spoke with CA and she said customer called in and gave message to leave before dial out. CA dialed and informed them leaving message and TTY said they had wanted CA to type out message. Assistant supervisor helped and informed CA to type to IB that when message is given ahead of time in order to be able to leave message without redialing. CA is unable to type message on answering machine. CA then redialed to type out answering machine message. CA followed proper procedures and demonstrated proper call processing procedure. Unable to follow up with the customer as there was no number given.
3204-I	05/08/03	4			
3204-I	05/08/03	5			
3204-I	05/08/03	7			
2519	05/12/03	21	TTY customer was upset that agent dialed a wrong number. Agent dialed last 4 digits incorrectly. TTY customer also had other concerns about his number being given out by agents. He would like a CRO person to call him back regarding this trouble ticket. Customer would like a call back. I apologized to the customer for the misdial and told him I would follow up with the agent and would refer his call back to CRO.	05/12/03	Coached CA on carefully checking number's before dialing out. CA will be more careful. After speaking with the customer it is safe to assume the CA didn't do anything wrong and had followed procedure.
2520	05/13/03	6	VCO user said CA made many spelling errors on her call and that it made it very difficult to follow the conversation. Apologized to the customer for the inconvenience and said CA would be coached on pacing to help prevent spelling errors.	05/13/03	Spoke with CA and coached on how pacing can help with spelling errors and the importance of having as few spelling errors as possible. CA understands and said would try to pace more often.

3245-I	05/20/03	26	MN VCO customer continuing to receive garbled messages when calling from his workplace. Previous complaint and trouble ticket was entered. Customer experiences garbled messages on 30% of his calls. He was advised problem would be resolved by 5-16-03 but problem still exists. Customer losing patience. Customer does not experience problems from residential phone, only work phone. His employer, Qwest, and relay tech have tried to solve problem without success. Trouble ticket number 942752. Customer requests contact from account manager ASAP.	05/23/03	Trouble ticket results - Tech made changes on line. Problem should now be fixed, per Tim Smith. Called customer and informed him of the resolution.
4170Z	05/21/03	20	CA couldn't do all the talking and was impatient during speech to speech call. Apologized for the inconvenience. Will pass on to an appropriate supervisor for coaching. The caller was satisfied.	06/05/03	Unable to follow up with the agent as there is no agent with that agent number. No further follow up possible. Unable to contact customer as there was no contact info.
4170Z	05/21/03	21			
1846	05/22/03	24	Called into relay from work. Heard tones. Apologized to customer.	05/22/03	Explained to the customer and the customer understands.
1845	05/22/03	24	Called into relay from work. Heard tones. Apologized to customer.	05/22/03	Explained to the customer and the customer understands.
1844	05/22/03	29	Two TED Program consumers called because the VCO phones they have wouldn't work with relay over the weekend. They both told the caller that Sprint told them they were having problems over the weekend. Apologized to the customer.	05/20/03	I emailed MN account manager asking for an update since I heard of nothing. Tech contacted me back - small CPB issues over weekend. Updated the customer and invited her to call back or have the consumers call me if problems continue.
2541	05/25/03	21	HCO customer told CA that TTY tones were coming across that he could hear. CA fixed problem then continued to ask if problem was fixed. Customer feels CA was not paying attention to what he was typing. Thanked the customer for info. Would like a call back.	05/27/03	Met with CA who said a TL assisted with this call. All procedures were followed. CA and outbound did not hear any tones. CA was coached on paying attention to what customer was requesting as complaint was not about tones - it was about paying attention. Followed with the customer and informed of the resolution.
3269-I	05/29/03	21	Customer was upset because the agent would not give her their name. Customer did not have agent IDS number. Apologized to the customer and informed her about getting agent ID numbers. No follow up requested.	05/29/03	No follow up possible. No name, phone number or agent ID number.

3252-I	05/23/03	29	<p>Resubmitted from previous TT as it was not saved correctly in the system. Voice customer called into RCS and made changes to her call notes. Notes were entered by the agent, and 30 minutes later the customer called in and complained that other agents weren't following those notes. When the information was brought up in the TRS it was showing that the notes had tripled themselves, causing some of the notes not to show to the agents correctly. This problem has happened before when logging TRS information. A trouble ticket was turned in previously, but must have saved incorrectly. New trouble ticket for this complaint is 951664.</p>		<p>Trouble ticket results - Tech dropped a call into his test position with customer's number, and the notes show correctly. Due to the age of this issue and lack of details, tech can't give a good answer for why this occurred. Perhaps the notes didn't show for the MN agents because of an ORB issue in SD, maybe it was a slow network, or maybe there was an issue with a hub. Tech has no way of knowing most of those answers at this point. Tech also doesn't know who was originally working the ticket, so tech has no idea who to talk to to see what work has been done. Perhaps the issue was caused by three agents entering customer notes 3 times before the information got replicated to all the other ORBs. Perhaps everything would have been fine if the customer had waited for more than 30 minutes before expecting her notes to appear. Tech can't know at this point, and can only say it works now.</p>
2536	05/23/03	21	<p>Customer called a business, and reached a receptionist. Receptionist transferred the call to the person the TTY customer wanted to talk to. The TTY user reached voicemail. Agent typed out the message, then hung up. Customer typed out her answering machine message. Agent verified that the message was to go to the same voicemail. Agent redialed and told the receptionist to transfer to same voicemail. Receptionist asked questions instead of transferring. Agent had to start relay (garbled text at this point). TTY customer then asked why the agent didn't leave the message. Agent maintained transparency and continued to relay the call. TTY customer became upset. Agent directed the TTY user to speak directly to outbound. Inbound customer continued to try to get the agent involved. Once outbound voice caller disconnected, the supervisor got on line and explained policy. Customer was unhappy with the policy.</p>	05/23/03	<p>Agent followed correct procedure. Team leader tried to call back the outbound customer to explain the policy and left several messages, but got no reply from the customer.</p>
3256	05/26/03	26	<p>MN VCO customer is still having the same garbling problems even though he was told the problems were fixed. He gets the garbling when dialing 711 and getting the MN agents. Requested the trouble ticket be reopened. Customer wants return contact on this. Trouble ticket is 952267</p>	06/05/03	<p>Suspended as of 5-27-03. Recommendation made that customer should turn off high speed feature. I called this customer and advised him to turn off the high speed on his Ameriphone by pressing the F-7 key.</p>



MINNESOTA  
DEPARTMENT OF  
COMMERCE

85 7th Place East, Suite 500  
St. Paul, Minnesota 55101-2198  
651.296.4026 FAX 651.297.1959 TTY 651.297.3067

June 21, 2004

Attn: Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Room TW-B204  
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CC Docket No. 98-67)

Dear Ms. Dortch,

As required by the Federal Communications Commission *Improved TRS Order* (Docket No. 98-67), and pursuant to section 64.604(c)(1)(ii) of the Commission's rules, 47 C.F.R. § 64.604(c), the Minnesota Department of Commerce-Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) annual consumer complaint log summary for the 12-month period commencing on June 1, 2003, and ending on May 31, 2004.

The attached report includes all complaints received by the TRS administrator, Minnesota Relay center supervisors, Consumer Relations Office and Sprint Communications Company customer service that allege a violation of the federal TRS mandatory minimum standards.

Approximately 1,207,000 TRS calls were processed for Minnesota Relay users during the period of June 1, 2003 through May 31, 2004. A total of 135 complaints (0.0001%) were filed and timely resolved during this reporting period; none of the 135 complaints were escalated for action to the state of Minnesota or the Federal Communications Commission. Minnesota Relay also received 254 service/CA commendations during this reporting period.

During the period of June 1, 2003 through May 31, 2004, approximately 43,600 CapTel calls were processed for Minnesota Relay users. Three complaints (0.00006%) were filed and timely resolved during this reporting period; none of the complaints were escalated for action to the state of Minnesota or the Federal Communications Commission.

Included in this mailing please find one original and four copies of our consumer complaint log summary. Also enclosed is an electronic disk copy (3.5-inch diskette) of our summary. In addition, an electronic copy has been e-mailed to Erica Myers.

If I can be of further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Rochelle Renee Garrow".

Rochelle Renee Garrow, TAM Interim Administrator  
Minnesota Department of Commerce  
85 7<sup>th</sup> Place East, Suite 600  
St. Paul, MN 55101-3165  
(651) 297-8941  
rochelle.garrow@state.mn.us

cc: Glenn Wilson, DOC Commissioner  
Dr. Burl Haar, Executive Director, MPUC  
Lillian Brion, MPUC  
Erica Myers, FCC Consumer & Governmental Affairs Bureau



**Minnesota Relay**  
June 1, 2003 - May 31, 2004

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time	0	0	0	0	0	0	0	1	0	0	0	1	2	2%
#01 Dial Out Time	0	0	0	0	0	1	0	0	0	0	1	0	2	2%
#02 Didn't Follow Database Inst.	0	0	0	1	0	0	1	0	0	0	0	0	2	2%
#03 Didn't Follow Cust. Instruct.	0	2	1	1	2	0	1	2	1	2	1	1	14	17%
#04 Didn't Keep Customer Informed	1	0	2	0	0	1	1	0	0	0	0	0	5	6%
#05 Agent Disconnected Caller	0	1	0	0	1	0	1	2	3	4	3	1	16	20%
#06 Poor Spelling	0	0	1	1	0	1	0	0	0	0	0	0	3	4%
#07 Typing Speed/Accuracy	0	0	1	0	0	1	0	0	0	0	0	0	2	2%
#08 Poor Voice Tone	0	0	0	1	0	1	0	0	0	0	0	0	2	2%
#09 Everything Relayed	0	0	0	0	1	0	0	0	0	1	0	0	2	2%
#10 HCO Procedures Not Followed	0	0	0	1	0	0	0	2	0	0	0	0	3	4%
#11 VCO Procedures Not Followed	0	0	0	0	0	2	0	0	0	0	0	0	2	2%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	1	1	1	0	2	0	0	3	1	1	1	1	12	15%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	1	0	0	1	1%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	1	2	1	2	1	0	1	0	6	0	0	0	14	17%
<b>TOTAL</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>6</b>	<b>4</b>	<b>82</b>	
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 Charged for Local Call	0	0	0	0	0	0	0	1	1	0	0	0	2	5%
#24 Trouble Linking Up	6	2	1	1	2	1	2	2	7	2	2	3	31	72%
#25 Line Disconnected	0	0	0	1	0	0	0	0	1	0	0	0	2	5%
#26 Garbled Message	3	0	0	0	0	1	0	0	0	0	0	0	4	9%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	1	0	1	0	0	0	1	0	1	0	0	0	4	9%
<b>TOTAL</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>43</b>	



**Minnesota Relay**  
**June 1, 2003 - May 31, 2004**

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
<b>MISC COMPLAINTS</b>															
#30	Rates	0	0	0	0	0	0	0	0	1	0	0	0	1	10%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	1	0	0	1	0	0	0	0	0	0	0	0	2	20%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	1	1	0	1	0	0	0	0	2	2	0	0	7	70%
	<b>TOTAL</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>10</b>	
	<b>TOTAL CONTACT</b>	<b>15</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>13</b>	<b>24</b>	<b>13</b>	<b>8</b>	<b>7</b>	<b>135</b>	

Minnesota

June-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

## COMMENDATIONS

TOTALS

<b>TOTAL</b>															<b>12</b>
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## SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.															0
#04 Didn't Keep Cust. Informed					1										1
#05 Agent Disconnected Caller															0
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															0
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude												1			1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					1										1
<b>TOTAL</b>	0	0	0	0	2	0	0	0	0	0	0	0	1	0	3

## TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up											1	5			6
#25 Line Disconnected															0
#26 Garbled Message											3				3
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:					1										1
<b>TOTAL</b>	0	0	0	0	1	0	0	0	0	0	0	0	4	5	10

## MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice										1					1
#34 Network Recording															0
#35 Other Miscellaneous Type:												1			1
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	1	0	1	0		2

<b>TOTAL COMPLAINTS</b>	0	0	0	0	3	0	0	0	0	1	0	6	5		<b>15</b>
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# OTHER CALLS

#36 Branding/Database entry													5		5
#37 Request Directory Assistance													7		7
#38 Test Calls													11		11
#39 Instructions/General													63		63
#40 Send Information													2		2
#41 Billing Question													3		3
#42 Purchase TTY													12		12
#43 Referred to LEC													7		7
#44 Wanted Sprint Cust Svc													2		2
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>112</b>	<b>0</b>	<b>112</b>

## NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>118</b>	<b>5</b>	<b>139</b>
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**July-03**

AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM
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## COMMENDATIONS

TOTALS	
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[illegible]

## SERVICE COMPLAINTS

#00 Answer Wait Time																0
#01 Dial Out Time																0
#02 Didn't Follow Database Inst.																0
#03 Didn't Follow Cust. Instruct.					2											2
#04 Didn't Keep Cust. Informed																0
#05 Agent Disconnected Caller					1											1
#06 Poor Spelling																0
#07 Typing Speed/Accuracy																0
#08 Poor Voice Tone																0
#09 Everything Relayed																0
#10 HCO Procedures Not Followed																0
#11 VCO Procedures Not Followed																0
#12 Two-Line VCO Procedures Not Fo																0
#13 Background Noise Not Typed																0
#14 Feelings Not Described																0
#15 Recording Feature Not Used																0
#16 Noise in Center																0
#17 Agent Was Rude					1											1
#18 Problem Answer Machine																0
#19 Spanish Service																0
#20 Speech to Speech																0
#21 Other Service Type:					1								1			2
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>		<b>6</b>

## TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												1	1		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>

## MISC. COMPLAINTS

[illegible][illegible]

# OTHER CALLS

#36 Branding/Database entry													5		5
#37 Request Directory Assistance													2		2
#38 Test Calls													8		8
#39 Instructions/General													61		61
#40 Send Information													3		3
#41 Billing Question													2		2
#42 Purchase TTY													13		13
#43 Referred to LEC													7		7
#44 Wanted Sprint Cust Svc													1		1
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>102</b>	<b>0</b>	<b>102</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>104</b>	<b>1</b>	<b>120</b>
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**August-03**

AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM
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COMMENDATIONS														TOTALS
TOTAL														50
SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.												1		1
#04 Didn't Keep Cust. Informed				2										2
#05 Agent Disconnected Caller														0
#06 Poor Spelling				1										1
#07 Typing Speed/Accuracy				1										1
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude				1										1
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:												1		1
TOTAL	0	0	0	0	5	0	0	0	0	0	0	2	0	7
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up												1		1
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:												1		1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	1	2
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS														
														9

# OTHER CALLS

#36 Branding/Database entry													6		6
#37 Request Directory Assistance													0		- 0
#38 Test Calls													7		7
#39 Instructions/General													73		73
#40 Send Information													3		3
#41 Billing Question													1		1
#42 Purchase TTY													18		18
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													2		2
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>115</b>	<b>0</b>	<b>115</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>118</b>	<b>1</b>	<b>174</b>
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Minnesota  
September-03  
COMMENDATIONS

AZ FL LU MD MN MO NM NY OH SD TX CS AM

TOTALS														TOTALS
TOTAL														13
SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.									1					1
#03 Didn't Follow Cust. Instruct.				1										1
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller														0
#06 Poor Spelling										1				1
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone											1			1
#09 Everything Relayed														0
#10 HCO Procedures Not Followed				1										1
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:					2									2
TOTAL	0	0	0	0	4	0	0	0	0	1	1	1	0	7
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up												1		1
#25 Line Disconnected				1										1
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1	2
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice												1		1
#34 Network Recording														0
#35 Other Miscellaneous Type:												1		1
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	1	2
TOTAL COMPLAINTS														
TOTAL COMPLAINTS	0	0	0	0	5	0	0	0	0	1	1	2	2	11

# OTHER CALLS

#36 Branding/Database entry													2		2
#37 Request Directory Assistance													4		4
#38 Test Calls													12		12
#39 Instructions/General													69		69
#40 Send Information													3		3
#41 Billing Question													1		1
#42 Purchase TTY													15		15
#43 Referred to LEC													10		10
#44 Wanted Sprint Cust Svc													0		0
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>116</b>	<b>0</b>	<b>116</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>118</b>	<b>2</b>	<b>140</b>
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Minnesota

October-03

AZ FL LU MD MN MO NM NY OH SD TX CS AM

## COMMENDATIONS

TOTALS

<b>TOTAL</b>															<b>24</b>
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## SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.					1							1			2
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller					1										1
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed					1										1
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															0
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude					1					1					2
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:					1										1
<b>TOTAL</b>	0	0	0	0	5	0	0	0	0	1	0	1	0		7

## TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												2			2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	2		2

## MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS 0 0 0 0 5 0 0 0 0 0 1 0 1 2 9

**OTHER CALLS**

#36 Branding/Database entry													2		2
#37 Request Directory Assistance													2		-2
#38 Test Calls													8		8
#39 Instructions/General													55		55
#40 Send Information													4		4
#41 Billing Question													0		0
#42 Purchase TTY													16		16
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													1		1
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>93</b>	<b>0</b>	<b>93</b>

**NON-STATE REPORTED**

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>94</b>	<b>2</b>	<b>126</b>

**Minnesota**  
*November-03*

AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM
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COMMENDATIONS														TOTALS
<b>TOTAL</b>														<b>13</b>
<b>SERVICE COMPLAINTS</b>														
#00 Answer Wait Time														0
#01 Dial Out Time				1										1
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.														0
#04 Didn't Keep Cust. Informed				1										1
#05 Agent Disconnected Caller														0
#06 Poor Spelling												1		1
#07 Typing Speed/Accuracy												1		1
#08 Poor Voice Tone												1		1
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed				2										2
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
<b>TOTAL</b>	0	0	0	0	4	0	0	0	0	0	0	3	0	7
<b>TECHNICAL COMPLAINTS</b>														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up												1		1
#25 Line Disconnected														0
#26 Garbled Message				1										1
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
<b>TOTAL</b>	0	0	0	0	1	0	0	0	0	0	0	0	1	2
<b>MISC. COMPLAINTS</b>														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL COMPLAINTS</b>														
	0	0	0	0	5	0	0	0	0	0	0	3	1	9

# OTHER CALLS

#36 Branding/Database entry													16		16
#37 Request Directory Assistance													6		6
#38 Test Calls													1		1
#39 Instructions/General													3		3
#40 Send Information													4		4
#41 Billing Question													2		2
#42 Purchase TTY													2		2
#43 Referred to LEC													0		0
#44 Wanted Sprint Cust Svc													57		57
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>0</b>	<b>91</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>94</b>	<b>1</b>	<b>113</b>
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**Minnesota**  
*December-03*  
**COMMENDATIONS**

AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM
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COMMENDATIONS														TOTALS
TOTAL														17
SERVICE COMPLAINTS														
#00 Answer Wait Time														0
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.					1									1
#03 Didn't Follow Cust. Instruct.					1									1
#04 Didn't Keep Cust. Informed					1									1
#05 Agent Disconnected Caller					1									1
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed														0
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude														0
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:					1									1
TOTAL	0	0	0	0	5	0	0	0	0	0	0	0	0	5
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call														0
#24 Trouble Linking Up												2		2
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:					1									1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	2	3
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS														
														8

# OTHER CALLS

#36 Branding/Database entry													5		5
#37 Request Directory Assistance													3		- 3
#38 Test Calls													6		6
#39 Instructions/General													65		65
#40 Send Information													5		5
#41 Billing Question													1		1
#42 Purchase TTY													10		10
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													2		2
#45 Other													0		0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>102</b>	<b>0</b>	<b>102</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>102</b>	<b>2</b>	<b>127</b>
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**January-04**

AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM
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COMMENDATIONS														TOTALS
TOTAL														25
SERVICE COMPLAINTS														
#00 Answer Wait Time												1		1
#01 Dial Out Time														0
#02 Didn't Follow Database Inst.														0
#03 Didn't Follow Cust. Instruct.				1								1		2
#04 Didn't Keep Cust. Informed														0
#05 Agent Disconnected Caller				2										2
#06 Poor Spelling														0
#07 Typing Speed/Accuracy														0
#08 Poor Voice Tone														0
#09 Everything Relayed														0
#10 HCO Procedures Not Followed				2										2
#11 VCO Procedures Not Followed														0
#12 Two-Line VCO Procedures Not Fo														0
#13 Background Noise Not Typed														0
#14 Feelings Not Described														0
#15 Recording Feature Not Used														0
#16 Noise in Center														0
#17 Agent Was Rude				3										3
#18 Problem Answer Machine														0
#19 Spanish Service														0
#20 Speech to Speech														0
#21 Other Service Type:														0
TOTAL	0	0	0	0	8	0	0	0	0	0	0	2	0	10
TECHNICAL COMPLAINTS														
#22 Lost Branding														0
#23 Charged for Local Call												1		1
#24 Trouble Linking Up													2	2
#25 Line Disconnected														0
#26 Garbled Message														0
#27 Database Not Available														0
#28 Spit Screen														0
#29 Other Technical Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	1	2	3
MISC. COMPLAINTS														
#30 Rates														0
#31 TTY Operator Service														0
#32 900 Number Access														0
#33 Carrier of Choice														0
#34 Network Recording														0
#35 Other Miscellaneous Type:														0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLAINTS 0 0 0 0 8 0 0 0 0 0 0 0 3 2 13														

# OTHER CALLS

#36 Branding/Database entry													10		10
#37 Request Directory Assistance													2		-2
#38 Test Calls													9		9
#39 Instructions/General													68		68
#40 Send Information													7		7
#41 Billing Question													0		0
#42 Purchase TTY													14		14
#43 Referred to LEC													7		7
#44 Wanted Sprint Cust Svc													0		0
#45 Other															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>117</b>	<b>0</b>	<b>117</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>120</b>	<b>2</b>	<b>155</b>
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Minnesota  
February-04  
COMMENDATIONS

AZ FL LU MD MN MO NM NY OH SD TX CS AM

TOTALS													TOTALS
TOTAL													14
SERVICE COMPLAINTS													
#00 Answer Wait Time													0
#01 Dial Out Time													0
#02 Didn't Follow Database Inst.													0
#03 Didn't Follow Cust. Instruct.					1								1
#04 Didn't Keep Cust. Informed													0
#05 Agent Disconnected Caller					3								3
#06 Poor Spelling													0
#07 Typing Speed/Accuracy													0
#08 Poor Voice Tone													0
#09 Everything Relayed													0
#10 HCO Procedures Not Followed													0
#11 VCO Procedures Not Followed													0
#12 Two-Line VCO Procedures Not Fo													0
#13 Background Noise Not Typed													0
#14 Feelings Not Described													0
#15 Recording Feature Not Used													0
#16 Noise in Center													0
#17 Agent Was Rude					1								1
#18 Problem Answer Machine													0
#19 Spanish Service													0
#20 Speech to Speech													0
#21 Other Service Type:					6								6
TOTAL	0	0	0	0	11	0	0	0	0	0	0	0	11
TECHNICAL COMPLAINTS													
#22 Lost Branding													0
#23 Charged for Local Call											1		1
#24 Trouble Linking Up					2							5	7
#25 Line Disconnected					1								1
#26 Garbled Message													0
#27 Database Not Available													0
#28 Spit Screen													0
#29 Other Technical Type:											1		1
TOTAL	0	0	0	0	3	0	0	0	0	0	0	2	10
MISC. COMPLAINTS													
#30 Rates					1								1
#31 TTY Operator Service													0
#32 900 Number Access													0
#33 Carrier of Choice													0
#34 Network Recording													0
#35 Other Miscellaneous Type:					2								2
TOTAL	0	0	0	0	3	0	0	0	0	0	0	0	3
TOTAL COMPLAINTS													
TOTAL COMPLAINTS	0	0	0	0	17	0	0	0	0	0	0	2	24

**OTHER CALLS**

#36 Branding/Database entry													9		9
#37 Request Directory Assistance													0		0
#38 Test Calls													6		6
#39 Instructions/General													94		94
#40 Send Information													2		2
#41 Billing Question													6		6
#42 Purchase TTY													12		12
#43 Referred to LEC													10		10
#44 Wanted Sprint Cust Svc													1		1
#45 Other															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>140</b>	<b>0</b>	<b>140</b>

**NON-STATE REPORTED**

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>142</b>	<b>5</b>	<b>178</b>
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Minnesota

March-04

## COMMENDATIONS

AZ FL LU MD MN MO NM NY OH SD TX CS AM

TOTALS

<b>TOTAL</b>															<b>33</b>
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## SERVICE COMPLAINTS

#00 Answer Wait Time															0
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.					1							1			2
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller					2					1		1			4
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed					1										1
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															0
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude					1										1
#18 Problem Answer Machine										1					1
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
<b>TOTAL</b>	0	0	0	0	5	0	0	0	0	2	0	2	0		9

## TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up													2		2
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	2		2

## MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:										1			1		2
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	1	0	0	1		2

## TOTAL COMPLAINTS

	0	0	0	0	5	0	0	0	0	3	0	2	3		13
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# OTHER CALLS

#36 Branding/Database entry													7		7
#37 Request Directory Assistance													2		2
#38 Test Calls													9		9
#39 Instructions/General													71		71
#40 Send Information													6		6
#41 Billing Question													2		2
#42 Purchase TTY													18		18
#43 Referred to LEC													5		5
#44 Wanted Sprint Cust Svc													2		2
#45 Other															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>122</b>	<b>0</b>	<b>122</b>

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>TOTAL CONTACT</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>124</b>	<b>3</b>	<b>168</b>
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## Minnesota

April-04

AZ FL LU MD MN MO NM NY OH SD SC TX CS AM

## COMMENDATIONS

TOTALS

<b>TOTAL</b>																<b>21</b>
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## SERVICE COMPLAINTS

#00 Answer Wait Time																0
#01 Dial Out Time									1							1
#02 Didn't Follow Database Inst.																0
#03 Didn't Follow Cust. Instruct.				1												1
#04 Didn't Keep Cust. Informed																0
#05 Agent Disconnected Caller				1						1		1				3
#06 Poor Spelling																0
#07 Typing Speed/Accuracy																0
#08 Poor Voice Tone																0
#09 Everything Relayed																0
#10 HCO Procedures Not Followed																0
#11 VCO Procedures Not Followed																0
#12 Two-Line VCO Procedures Not Fo																0
#13 Background Noise Not Typed																0
#14 Feelings Not Described																0
#15 Recording Feature Not Used																0
#16 Noise in Center																0
#17 Agent Was Rude										1						1
#18 Problem Answer Machine																0
#19 Spanish Service																0
#20 Speech to Speech																0
#21 Other Service Type:																0
<b>TOTAL</b>	0	0	0	0	2	0	0	0	0	1	2	0	1	0		6

## TECHNICAL COMPLAINTS

#22 Lost Branding																0
#23 Charged for Local Call																0
#24 Trouble Linking Up													2			2
#25 Line Disconnected																0
#26 Garbled Message																0
#27 Database Not Available																0
#28 Spit Screen																0
#29 Other Technical Type:																0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2

## MISC. COMPLAINTS

#30 Rates																0
#31 TTY Operator Service																0
#32 900 Number Access																0
#33 Carrier of Choice																0
#34 Network Recording																0
#35 Other Miscellaneous Type:																0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>TOTAL COMPLAINTS</b>	0	0	0	0	2	0	0	0	0	1	2	0	1	2		8
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# OTHER CALLS

#36 Branding/Database entry															3		3
#37 Request Directory Assistance															0		0
#38 Test Calls															5		5
#39 Instructions/General															45		45
#40 Send Information															1		1
#41 Billing Question															1		1
#42 Purchase TTY															15		15
#43 Referred to LEC															2		2
#44 Wanted Sprint Cust Svc															2		2
#45 Other																	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>74</b>	<b>0</b>	<b>74</b>

## NON-STATE REPORTED

#46 Request Relay Number																0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT	0	0	0	0	2	0	0	0	0	1	2	0	75	2		103

## Minnesota

May-04

AZ FL LU MD MN MO NM NY OH SD TX CS AM

## COMMENDATIONS

TOTALS

<b>TOTAL</b>															<b>15</b>
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## SERVICE COMPLAINTS

#00 Answer Wait Time					1										1
#01 Dial Out Time															0
#02 Didn't Follow Database Inst.															0
#03 Didn't Follow Cust. Instruct.					1										1
#04 Didn't Keep Cust. Informed															0
#05 Agent Disconnected Caller									1						1
#06 Poor Spelling															0
#07 Typing Speed/Accuracy															0
#08 Poor Voice Tone															0
#09 Everything Relayed															0
#10 HCO Procedures Not Followed															0
#11 VCO Procedures Not Followed															0
#12 Two-Line VCO Procedures Not Fo															0
#13 Background Noise Not Typed															0
#14 Feelings Not Described															0
#15 Recording Feature Not Used															0
#16 Noise in Center															0
#17 Agent Was Rude													1		1
#18 Problem Answer Machine															0
#19 Spanish Service															0
#20 Speech to Speech															0
#21 Other Service Type:															0
<b>TOTAL</b>	0	0	0	0	2	0	0	0	0	1	0	0	1		4

## TECHNICAL COMPLAINTS

#22 Lost Branding															0
#23 Charged for Local Call															0
#24 Trouble Linking Up												3			3
#25 Line Disconnected															0
#26 Garbled Message															0
#27 Database Not Available															0
#28 Spit Screen															0
#29 Other Technical Type:															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3

## MISC. COMPLAINTS

#30 Rates															0
#31 TTY Operator Service															0
#32 900 Number Access															0
#33 Carrier of Choice															0
#34 Network Recording															0
#35 Other Miscellaneous Type:															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>TOTAL COMPLAINTS</b>	0	0	0	0	2	0	0	0	0	1	0	0	4		7
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# OTHER CALLS

#36 Branding/Database entry															0
#37 Request Directory Assistance															0
#38 Test Calls															0
#39 Instructions/General															0
#40 Send Information															0
#41 Billing Question															0
#42 Purchase TTY															0
#43 Referred to LEC															0
#44 Wanted Sprint Cust Svc															0
#45 Other															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

# NON-STATE REPORTED

#46 Request Relay Number															0
<b>TOTAL</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>TOTAL CONTACT</b>	0	0	0	0	2	0	0	0	0	1	0	0	4	22
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# Minnesota TRS Complaint Tracking

June 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2551	06/01/03	4	Inbound voice caller was upset because she said that she had just placed a call and the CA was typing back and forth with the TTY user and not keeping her informed. She said that she asked what was going on and the CA then said they were asking if the typing speed was acceptable. When the call ended she asked the CA what had been going on and the CA responded with "the CA no longer has that information" and hung up on her. I told the customer that she was correct that the CA should keep her informed of what is happening while it is happening but explained that once the call is over the CA is not able to discuss the call. She said she uses relay quite frequently and felt that the CA typing back and forth without keeping the customer informed was unacceptable. Customer would like a follow up.	06/01/03	Spoke to the CA. She said the TTY caller asked her to type slow so she adjusted her speed and asked if the speed was acceptable; while waiting for a response the voice caller asked what was going on and she explained she was asking the TTY about the typing speed. CA was coached on responding to questions while in relay mode. The call then ended, so the CA responded to the voice question with "CA no longer has that info." The voice was speaking and the mic was muted so the CA could ask what to say to voice. The voice hung up before the CA was able to respond. CA followed procedures for after a call has ended. Followed up with customer on 6/1 and informed her of the resolution.
6527X	06/02/03	33	VCO customer upset that her COC was no longer in database. Gave customer the # for her office mgr. to call customer service to set up the COC in database. Assured customer that a TT would be written up about the matter. No follow up necessary. Wrote up TT # I0000967181	06/02/03	TT #10000967181. Tech contacted customer; she was not sure how COC is within the state. She will call back - but didn't.
1847	06/02/03	24	Called into relay from work and heard TTY tones.	06/02/03	Apologized to the customer and explained. Customer understands.

# Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3285-I	06/03/03	17	TTY customer reports problem when calling company. CA typed recording and when line was transferred to live person the line disconnected. CA typed (person hung up). Customer doesn't believe person hung up; blames CA for disconnect. Stated CA should have asked if TTY wanted to redial. CA was rude. Advised caller that many times line is disconnected when transferred to live person, either due to tech problem or done accidentally done. Advised that CA typed what was heard and CA's are not required to ask if caller wants to redial. TTY needs to instruct CA of how to proceed. TTY customer requests RCS call business and find out why line was disconnected. Advised RCS is not allowed to become involved in those situations. Customer states it is the job of the RCS and relay to find out. Customer requests contact from supervisor.	06/03/03	TL on duty was aware of this call. Mentor was also monitoring this call. CA did not disconnect the line. When the call was transferred the call (outbound line) hung up. CA followed correct procedures. CA responded appropriately and was not rude. Attempted to contact the customer three times. No answer and no machine.
1848	06/04/03	24	Customer called in to relay via VCO and only got clicking noise. No CA and no VCO.	06/04/03	Apologized to the customer. Provided VCO direct number and explained the service.
3299-I	06/05/03	26	MN voice caller reports her mom is getting garbling on most of her calls to or from her daughter and friends with MN relay. Customer uses Ameriphone product and has had it serviced recently and feels that it is a relay issue. I apologized for the problem and let customer know I would enter a TT on the issue. Provided MO RS numbers for them to try through roaming. Customer would like contact from the Account mgr. TT976636	01/08/04	No TT found in database and no contact number listed. No further action possible.
3300-I	06/05/03	24	TTY customer that lives in GA who likes to use MN relay and is not able to connect using ASCII. Verified the settings and everything is correct. Customer can call to the SC number and get connected and was able to connect to customer service using ASCII. Apologized for problems and told customer a TT would be turned in. Customer would like an update on the situation by email. TT# 976746	06/06/03	When using MN relay customer must use setting up greater than 300 band and less than 19.2K band. Currently 300 band connection time out. T & I is attempting to correct to SC relay with these settings, as they are having the same problem. Customer was contacted no further complaints.
1849	06/05/03	24	Customer called relay from work and heard tones.	06/05/03	Apologized to the customer and explained. Customer understands.

### Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2557	06/09/03	21	Voice outbound was upset that CA would not repeat when asked by voice person because they did not understand CA. I explained that procedures for this have recently changed and we would meet with CA to coach. Follow up was offered and declined. Voice said CA would not give CA # until directed.	06/10/03	Spoke with CA and outbound voice asked for a supervisor. CA continued to relay per relay procedures. CA was coached on repeating when asked and also to give CA # when asked by outbound.
3312-I	06/11/03	26	Neighbor of customer called CS to report problems user has been having the last two months with garbled text. Customer tracked the CA ID numbers for the time period 7pm to 8:45p on 6-10-03 to see which ones were coming in garbled. Out of 7 calls only 2 through MN Relay were garbled. The Ameriphone VCO device had been sent to Teltex for repair several weeks ago and is working fine, but the problems still persists. I apologized and worked with neighbor on several recommendations to check on the device and in the relay database to help clear up the garbling issue. TT#988455 was entered. Told the customer the TT would be entered to try to resolve the problem. Asked the customer to let us know if the problem persisted. Customer would like to be contacted with follow up on the garbling issue.	06/13/03	Since this is a known issue that is being handled by T & I, we have opened one single tracking ticket for everyone to refer to - I0000989484. All VCO callers that experienced this problem are being routed to the MO Relay Center instead of other call centers. Customer contacted. No further complaints.
I000m	06/18/03	24	Called relay from work and heard TTY tones.	06/18/03	Explained the customer that it was the PBX. The customer understands.
3333-I	06/18/03	35	STS customer reports volume problem when making a call. Volume kept going up and down for entire call. Caller suggest checking relay call terminal. Apologized for problem encountered advised complaint would be forwarded to supervisor to check equipment. Customer did not request a call back.	06/19/03	Unable to follow up as there is no operator with that number. No further action possible.
1002m	06/25/03	24	Called relay from work and heard TTY tones.	06/25/03	Apologized to the customer and explained. Customer understands.

# Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2571	06/26/03	29	TTY concerned that when he tries to call a certain # through relay it is always busy but it is not busy when he dials direct. Apologized for inconvenience and said would put a trouble ticket on this issue. TT 1027099	07/24/03	TT results - The number is invalid. Tech opened a ticket with SAMC because was unable to connect with IFB. SAMC reported that the number was invalid. Attempted to contact customer back concerning TT resolution. 7/2 - called and left a message on TTY. 7/21 - called and left a message on TTY again. Customer has never called back.
32861	06/03/04	26	Customer having problems with garbling when using the relay agents on both incoming and outgoing calls and he is missing business calls due to this problem. Customer keeps being told that it will be fixed but has not been. Customer received an apology for the problem and frustration. Informed that a TT will be made. Customer would like a call from acct. mgr. TT # 970824	08/06/04	This is a known issues. Problem is being address.

# Minnesota TRS Complaint Tracking

July 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3404-I	07/07/03	24	TTY customer says that he can not dial to a certain number using Minnesota Relay. Thanked the caller for letting us know. The customer was told that a TT would be turned in so that the problem could be investigated further. TT# 1001047130 The customer would like a call back when the problem is fixed.	07/15/03	TT results - The MO and MN tech's can no call this number from their 1fb, so this is n a relay problem. It cannot be found using a of the reverse lookup tools available to the tech, so tech suspects it is not a working number. 651-203 numbers belong to Allegiance Telecom of MN. Tech recommends customer contacts them if thi supposed to be a working number. Informe customer of the tech's findings.
2584	07/14/03	3	The customer stated that this CA did not do specific person request and also dialed wrong number afterward. Apologized to the customer for the inconvenience it may have caused her. No follow unnecessary.	07/14/03	CA was coached on proper specific person request procedure. CA was also coached o disregarding previous call and double checking the calling to number before dial out.
2597	07/21/03	3	Customer requested female agent. CA said there were no females available and when customer hung up and redialed they reached a female CA. No follow up requested. Thanked customer for the information and said we would review with CA.	07/23/03	Agent followed proper procedure by ringin for TL. There were no female agents available in the center at that time.
1003m	07/22/03	24	Customer called into relay from work and heard TTY tones.	07/22/03	Apologized to the customer and explained. Customer understands.
3453-I	07/22/03	21	The customer did not understand what the operator read; they asked the operator to repeat. The operator did type verbatim what the customer had said and the TTY person insisted that the operator repeat again to the person from the text provided before. The operator read verbatim what the TTY person typed because they did not repeat again the original question. Operator followed relay procedures as closely as customer service can tell from the documentation provided. No response was given since the complaint came in the form of a fax with no further contact info provided to contact the customer. No follow up requested.	07/22/03	Reviewed call with CA. CA followed relay procedures correctly.

# Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2600	07/23/03	5	TTY upset that CA's interrupted and hung up on TTY when typing their message to leave. TTY also upset with Minnesota Relay and the explanation of relay. When TTY was called back gave another CA # who did the same thing the day before. Follow call requested. Told customer we would discuss this with the CA and coach them.	07/24/03	Met with 1st CA who does not remember t call. Went over procedures for waiting for message to leave answering call from TTY CA understood correct procedures. 2nd CA does not exist - no follow up possible with this CA. Called TTY to follow up.
2600	07/23/03	17			
2600	07/23/03	35			
2601	07/24/03	21	Customer stated that the CA interrupted her typing process - caller asked CA to wait until GA is given before redialing the number. Would like a follow up call. Apologized to the customer.	07/24/03	TTY customer had typed out message to leave and typed SK. CA understood this to finished and redialed to leave the message when the customer said he was interrupted CA is able to demonstrate correct procedur and knows to wait for GA to dial out. Left message with someone there requesting a c back if necessary.

# Minnesota TRS Complaint Tracking

August 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3484I	08/01/03	21	Customer called to report a "frustrating experience" with the relay operator while working the business switchboard, she was not allowed to transfer the call on to the person requested. Customer informed the caller that the staff member was not in and would have to send to voice mail of that individual. That operator kept typing and telling the customer to "please hold" over and over. Customer felt she was not allowed to "expedite the call to the proper party". Thanked the customer for taking time to call and apologized that she felt frustrated. Explained that everything that is heard must be typed to the caller, as the relay operator appeared to be doing.	08/05/03	Followed up with this CA and CA elaborat that this was a specific person ask - CA outlined correctly on this particular call processing.
2612	08/06/03	17	Customer said CA was not professional. Customer was receiving half sentences and did not receive a reply from CA when customer typed "Thanks operator SK".	08/07/03	Followed up w/ CA. CA does not recall th particular call. CA was coached on importance of typing complete messages as well as responding to call closure. The foll up was left on customers answering machi
1004M	08/06/03	06	Customer called MN CRO & left message that CA did a very bad job with spelling and long, long pauses where CA did not finish the sentence. Customer states this was a terrible experience. CRO returned her call and apologized for her bad experience.	08/07/03	CA was coached to pay more attention to calls and be careful with spelling.
1004M	08/06/03	07			
1005M	08/12/03	24	Customer called back from work and heard tones.	08/12/03	Apologized and explained to customer. Customer understands.

# Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3026-J	08/15/03	29	Customer called to report that the volume is too low to hear on the outbound line with his STS calls (customer has no hearing loss). This started a couple of months ago intermittently but is now almost every call. The operator had his mic volume turned up as loud as possible and the supervisor was assisting the call. The supervisor provided the TT number that had been entered 8-11-03 of I001127045 on the same issue with a different operator and different call terminal. I thanked the customer for letting us know and told him another TT would be entered. TT#I001140292 to AZ techs. I apologized that this problem is continuing and offered to place the test call and customer could hear me loud and clear. Customer replied that he will continue to report the problem until it is corrected. He asked that the account mgr. contact him regarding this issue.	08/18/03	Spoke to customer on 8/18/03. There is a limitation in the hardware which causes a reduction in audio levels on Speech-to-Speech calls.
2622	08/19/03	4	Customer placing a DA call to obtain a number, however CA only gave the customer an 8 digit number. When asked for a 10 digit number the CA did not provide the number. Apologized to the customer and assured CA will be followed up with.	08/19/03	CA restated that CA had placed the call and was typing the recorded message including the number. She immediately got a red flag indicating that the inbound caller has disconnected the call. This may have contributed to possible technical problems. Call dropped.
2630	08/27/03	4	The customer states that this CA would not provide a calling numbers from a recording. Apologized for the inconvenience it may have caused him and explained that CA has followed proper protocol in this situation. Customer accepted the explanation and redialed.	08/27/03	CA adhered to proper call processing procedure. No follow up needed.
3066J	08/30/03	03	Customer was not satisfied with the service provided by the CA. Customer uses HCO and the agent typed to him. Loud tones hurt the customer's ears. Customer reported the problem to the supervisor. The CA came back on line for his next call and she was then rude to him. Apologized and told customer we appreciate him bringing this matter to our attention. Follow up requested.	08/31/03	Went over procedures with CA to handle HCO calls. Spoke to customer regarding issue, informed customer that CA was coached on HCO calls.

# Minnesota TRS Complaint Tracking

September 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2638	09/01/03	21	TTY user was calling a number and is upset that CA could not assume to drop off last letter to get the call to go through. TTY user called 3 times with CA's advising they could not place a call. Advised CA's could not assume, needed to type or dial per TTY user's instructions. TTY user said companies always do that on a regular phone the number would go through and thought relay should assume and drop last letters off and place call anyway. Advised of procedures and said would register their complaint. Also transferred to customer service per TTY users request. No follow up necessary.	09/02/03	CA followed correct procedures.
3072-J	09/02/03	8	Customer states that this CA left a message on her answering machine and she could not understand the message as the agent talk too fast and had a very high pitched voice. Assured that a complaint would be sent on the problem so that a supervisor could investigate it further.	09/04/03	Followed up with CA. Went over complain and CA is now aware she needs to slow down and speak in a clear voice with a good tone
2643	09/04/03	3	TTY user complained that CA was not following customer instructions and would not redial. Also said that CA was lying about beginning the call the TTY instructed. I told TTY user that CA was not allowed to redial unless specifically instructed to do so.	09/04/03	I observed CA on this call. CA was followi customer instructions to the best of her abil and was keeping customer informed. CA di begin call per TTY instructions and did red upon TTY request.
2647	09/06/03	25	Customer was unhappy that agent hung up on him. Disconnect was caused by a dropped call. Apologized to customer for inconvenience.	09/06/03	Disconnect was caused by mechanical technical problem. No agent coaching necessary.
2649	09/08/03	21	The customer states that it seems that sometimes the CA was speaking to the customer assuming that she is a voice user and not a VCO user. It has become somewhat frustrating.	09/08/03	Offered the customer if she would like her phone number banded and see if this will resolve this issue. VCO wanted to try this a if any further problems she will contact Spr CS.

### Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3087-J	09/09/03	35	STS customer called in stating that when he made a call through relay to an 800 number they were unable to hear him. Thanked him for calling in and let him know that I too was having difficulty hearing him, and that he may need to get his cordless phone checked. Let him know I would go ahead and have the techs check into this as he also stated that he made a call earlier without difficulty. TT# 1001196590 Customer does not want contact with resolution.	09/10/03	Consulted party concurs. All evidence point to problems on the customer end.
6651X	09/11/03	2	Agent did not use caller's calling card as stated in the customer notes. Apologized for inconvenience and called operator for an immediate credit. E-mail follow up requested.	09/12/03	Coached agent on thoroughly reading customer notes. E-mailed customer with resolution.
2655	09/14/03	10	HCO user upset because CA typed instead of voicing. Apologized for inconvenience and stated the CA would be coached on proper procedures. Customer requested follow up e-mail.	09/15/03	CA was coached on proper procedures for HCO call. E-mailed HCO user for follow up to inform the CA had been coached on proper HCO procedures.
3114-J	09/16/03	6	TTY customer unhappy with CA's typing and incorrect spelling. Customer stated CA needs to type carefully and neatly. Apologized for problem. Customer requests contact from supervisor.	09/17/03	CA had a supervisor at her station during the call. CA typing was very clear and accurate on her screen. There must have been technical problems causing garble on TTY user's end. Supervisor instructed CA to transfer customer to customer service. Attempted to reach customer several times with no answer.
1007m	09/17/03	33	Caller needs to establish a COC authorization and B&C agreement. Let customer know this would be handled.	11/09/03	Explained process to customer. Mailed customer the paperwork and processed it upon receipt. Will call me if he has any questions.
1008m	09/30/03	24	Customer called into relay from work and heard tones. Apologized to customer.	09/30/03	Apologized and explained and customer understands.

# Minnesota TRS Complaint Tracking

October 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2676	10/06/03	03	TTY customer said that CA didn't follow instructions and hung up on him. He said he told the CA not to announce and told him exactly what to say. He said CA ignored his instructions and typed everything back and forth. He thought outbound had hung up and CA was still typing. He asked for a supervisor, he said the CA held up his line a few minutes without typing, then disconnected him. Apologized told him supervisor would follow up with CA.	10/06/03	Coached CA on reading and following customer instructions to the "T" including initial instructions and to ask for supervisor need help with difficult a call.
2676	10/06/03	05			
3207J	10/15/02	03	Customer dialed to relay and he requested a specific person. The operator didn't follow his instructions. The call was confusing because of agent error. He wants agent to be coached about the need for paying attention. Apologized to customer. No follow up requested.	10/16/03	Coached CA. CA indicate knowledge on specific call.
1009M	10/17/03	24	Called relay from work; heard TTY tones (PBX). No follow up necessary.	10/17/04	Apologized and explained. The customer understands.
2694	10/17/03	09	States that this CA did not explain clearly when providing date of birth. Had to repeat 3 times. No follow up.	10/17/03	CA relayed the message verbatim. Checked this particular contents and computer indicates the confusion came from the voice person. CA followed correct procedure.
6703X	10/14/03	17	Caller said the call wouldn't go through and when they tried to ask the CA to try again the CA seemed rude. Didn't specify what happen. Apologized to customer. No follow up.	10/16/03	No such ID # in Center.
2711	10/30/03	21	Customer said the phone rang 10 times, CA went back to voice line and asked if customer would like to continue ringing. Customer asked CA to repeat the calling to #. Please mail a follow up. Apologized for the inconvenience and said the matter would be brought up to CA supervisor and a follow up would be sent in the mail.	10/30/03	Coached CA on giving the calling to # as requested by customer. Letter of apology se to customer as requested.

# Minnesota TRS Complaint Tracking

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2708	10/28/03	17	TTY user stated they asked the CA who answered the phone. The CA would not answer. TTY asked for an apology and TTY felt the way it was worded was rude. The TTY asked for a supervisor and the CA hung up on them.	10/29/03	Coached CA on proper procedures. CA was reading a magazine. Coached CA on keeping all reading material closed during a call. C understood.
1010M	10/28/03	24	Called into relay from work and heard tones (PBX).	10/28/03	Apologized and explained. The customer understands.

# Minnesota TRS Complaint Tracking

November 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2718	11/06/03	11	Agent not processing VCO calls correctly. VCO says agent keeps asking for # to call after VCO gives the #. Follow up requested. Apologized to customer and said CA would be coached.	11/07/03	Agent does not recall a problem with MN VCO customer. She sometimes asks VCO users to repeat number calling if it is unclear or not heard. Agent is familiar with proper VCO procedure.
2719	11/06/03	11	Agent not processing VCO calls correctly. VCO says agent keeps asking for # to call after VCO give the #. Doesn't type what the voice person has said - VCO also said voice person could hear him but VCO got typing. No follow up requested.	11/06/03	Went over VCO procedures. CA now understands correct procedures.
2730	11/11/03	1	Customer stated that this CA apparently has fallen asleep or was reading a book. The calling number and a GA was given for approx. 30 sec and the call hadn't been placed so they hung up and called back into relay. Apologized for the inconvenience.	11/11/03	Followed up with the CA. CA stated that the keyboard had gotten stuck and was unable to enter the number. When this occurred CA had requested supervisor assistance and I was there to correct the problem but the call had disconnected.
3288J	11/12/03	6	A MN VCO customer called to say that she received an answering machine message from her daughter in WA and that the agent spoke too fast, had a Spanish accent that was hard to understand, was not clear and very rushed. Plus did not follow standard procedures with announcement of call. She has had three calls in the last week that were very bad. Agents could not spell basic words. Apologized to the agent's service and explained that a complaint would be filled out with the agent's supervisor. No contact requested.		Unable to follow up with agent as agent no longer employed with the company.
3288J	11/12/03	7			
3288J	11/12/03	8			
2748	11/22/03	26	Customer was upset that there was garble 3 different times on their call. Explained that sometimes happens. Customer did not want a call back. Entered TTI001376626	11/22/03	Tech could not reproduce the problem. This may have been a temporary issue with the network or may have been related to tech's normal garble / echoing issue that is reported every Saturday morning.
2747	11/22/03	4	Customer had provided credit card info during relay call. Once outbound hung up customer asked CA to erase info. CA did not respond to this request. Apologized for inconvenience and said would discuss situation with CA.	11/22/03	Discussed situation with CA. CA understands the importance of keeping customers informed at all times.
1010mb	11/25/04	24	Customer called relay from work and heard TTY tones.	11/25/04	Apologized and explained. The customer understands.

# Minnesota TRS Complaint Tracking

December 2003

Tracking #	Date of Complaint	Category # of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1011m	12/03/03	24	Customer called relay from work and heard tones. Apologized.	12/03/03	Explained the tones were PBX and custom understood.
1012m	12/08/03	24	Customer called relay from work and heard tones. Apologized.	12/08/03	Explained the tones were PBX and custom understood.
2777	12/19/03	4	Caller stated that this CA did not confirm whether or not specific person was on the line. Apologized to the customer and assured them that CA will be coached.	12/19/03	CA was coached on proper procedures for confirming if a specific person is on line.
2784	12/22/03	29	Customer stated HCO stopped working during call and they asked for a supervisor. Supervisor came on line and customer could not hear them. Customer disconnected and redialed. Apologized and entered TT1001447046. Customer requests follow up e-mail.	12/29/03	Tech was not able to reproduce the issue, b flashed all the modems for good measure. Followed up w/him via e-mail.
2781	12/25/03	2	Customer upset that CA dialed to # directly. Notes state to use a calling card. Apologized to customer for the inconvenience.	12/25/03	Reviewed reading notes in entirety and following them in appropriate situations w CA. E-mailed customer resolution.
2786	12/27/03	5	Customer upset because CA hung up when TTY wanted to place a call. I apologized for the inconvenience and said the CA would be spoken to.	12/28/03	CA doesn't remember incident. Coached C about not hanging up on TTY.
2785	12/27/03	21	Customer says 3 CA's waited too long to respond after a GA. I apologized for the inconvenience and said he would be contacted. Would like follow up from acct mgr.	01/26/04	No follow up with CA possible. No conce at this point. No contact from customer, seems satisfied as of now.
6811X	12/30/03	3	Agent made customer repeat the info. Thanked the customer for letting me know. No follow up requested.	01/02/04	Coached CA on listening carefully and onl asking necessary questions. CA was able to demonstrate correct COC process.